Internet Banking User Manual

Business Clients

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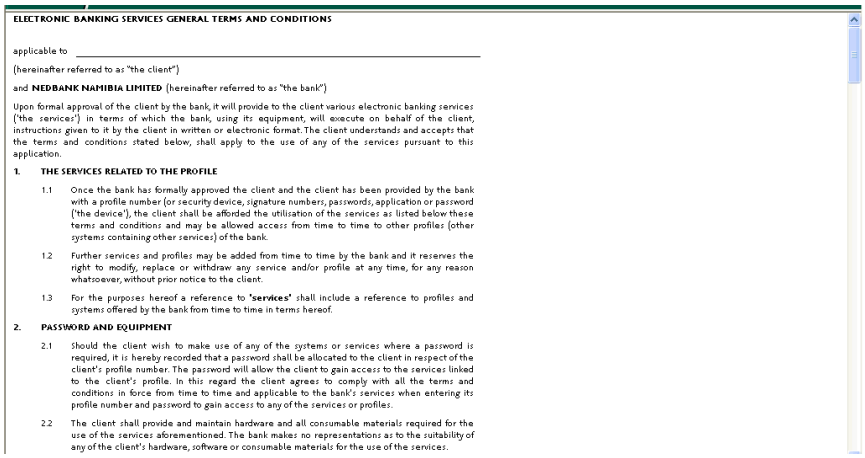
1 Logon Screen

Once you have entered **the website address** in the address line of your Internet browsing software window and pressed <*Enter*>, a screen will display with a login section at the top:

1.1 Terms and Conditions

Click on the “Terms and Conditions” link on the left-hand side of the logon screen. This link will take you to the Terms and Conditions screen.

This screen explains the terms and conditions that internet banking users undertake to comply with when accessing and using the Internet Banking facility.



ELECTRONIC BANKING SERVICES GENERAL TERMS AND CONDITIONS

applicable to _____

(hereinafter referred to as "the client")

and **NEDBANK NAMIBIA LIMITED** (hereinafter referred to as "the bank")

Upon formal approval of the client by the bank, it will provide to the client various electronic banking services ('the services') in terms of which the bank, using its equipment, will execute on behalf of the client, instructions given to it by the client in written or electronic format. The client understands and accepts that the terms and conditions stated below, shall apply to the use of any of the services pursuant to this application.

1. **THE SERVICES RELATED TO THE PROFILE**

1.1 Once the bank has formally approved the client and the client has been provided by the bank with a profile number (or security device, signature numbers, passwords, application or password ('the device'), the client shall be afforded the utilisation of the services as listed below these terms and conditions and may be allowed access from time to time to other profiles (other systems containing other services) of the bank.

1.2 Further services and profiles may be added from time to time by the bank and it reserves the right to modify, replace or withdraw any service and/or profile at any time, for any reason whatsoever, without prior notice to the client.

1.3 For the purposes hereof a reference to **'services'** shall include a reference to profiles and systems offered by the bank from time to time in terms hereof.

2. **PASSWORD AND EQUIPMENT**

2.1 Should the client wish to make use of any of the systems or services where a password is required, it is hereby recorded that a password shall be allocated to the client in respect of the client's profile number. The password will allow the client to gain access to the services linked to the client's profile. In this regard the client agrees to comply with all the terms and conditions in force from time to time and applicable to the bank's services when entering its profile number and password to gain access to any of the services or profiles.

2.2 The client shall provide and maintain hardware and all consumable materials required for the use of the services aforementioned. The bank makes no representations as to the suitability of any of the client's hardware, software or consumable materials for the use of the services.

To get back to the logon screen, scroll to the bottom of the terms and conditions document and click on the following link:

Back to Home Page

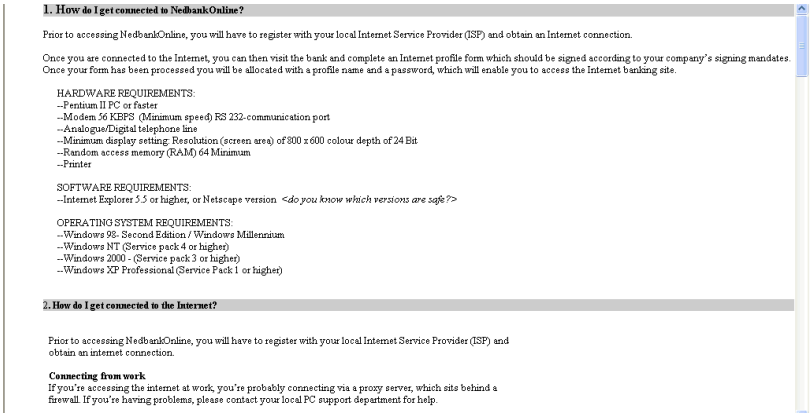
1.2 Demo

Click on the “Demo” link on the left-hand side of the logon screen. This link will open up a new window which will contain a demo version (or copy) of the actual site.

You can use this demo to do transactions and navigate through available functionality. All required values and information will be defaulted and no transactions will actually take place. Close this new window to exit the demo.

1.3 FAQ

Click on the “FAQ” link on the left-hand side of the logon screen. This link will take you to the Frequently Asked Questions screen which contains a list of some common questions regarding Internet banking and also provides a brief explanation of some key issues.



1. How do I get connected to NedbankOnline?

Prior to accessing NedbankOnline, you will have to register with your local Internet Service Provider (ISP) and obtain an Internet connection.

Once you are connected to the Internet, you can then visit the bank and complete an Internet profile form which should be signed according to your company's signing mandates. Once your form has been processed you will be allocated with a profile name and a password, which will enable you to access the Internet banking site.

HARDWARE REQUIREMENTS:
--Pentium II PC or faster
--Modem 56 KBPS (Minimum speed) RS 232-communication port
--Analogue/Digital telephone line
--Minimum display setting: Resolution (screen area) of 800 x 600 colour depth of 24 Bit
--Random access memory (RAM) 64 Minimum
--Printer

SOFTWARE REQUIREMENTS:
--Internet Explorer 5.5 or higher, or Netscape version *<do you know which versions are safe?>*

OPERATING SYSTEM REQUIREMENTS:
--Windows 98- Second Edition / Windows Millennium
--Windows NT (Service pack 4 or higher)
--Windows 2000 - (Service pack 3 or higher)
--Windows XP Professional (Service Pack 1 or higher)

2. How do I get connected to the Internet?

Prior to accessing NedbankOnline, you will have to register with your local Internet Service Provider (ISP) and obtain an internet connection.

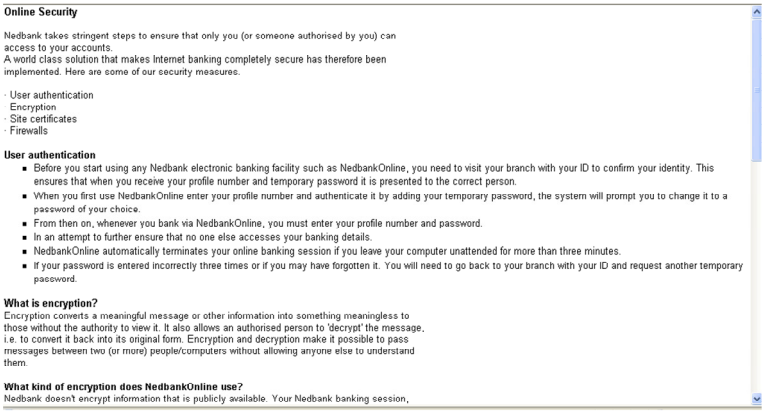
Connecting from work
If you're accessing the internet at work, you're probably connecting via a proxy server, which sits behind a firewall. If you're having problems, please contact your local PC support department for help.

To get back to the logon screen, scroll to the bottom of the FAQ’s document and click on the following link:

Back to Home Page

1.4 Online Security

Click on the “Online Security” link on the left-hand side of the logon screen. This link will take you a document which explains some important security issues around Internet Banking.



Online Security

Nedbank takes stringent steps to ensure that only you (or someone authorised by you) can access to your accounts.
A world class solution that makes Internet banking completely secure has therefore been implemented. Here are some of our security measures.

· User authentication
· Encryption
· Site certificates
· Firewalls

User authentication

- Before you start using any Nedbank electronic banking facility such as NedbankOnline, you need to visit your branch with your ID to confirm your identity. This ensures that when you receive your profile number and temporary password it is presented to the correct person.
- When you first use NedbankOnline enter your profile number and authenticate it by adding your temporary password, the system will prompt you to change it to a password of your choice.
- From then on, whenever you bank via NedbankOnline, you must enter your profile number and password.
- In an attempt to further ensure that no one else accesses your banking details.
- NedbankOnline automatically terminates your online banking session if you leave your computer unattended for more than three minutes.
- If your password is entered incorrectly three times or if you may have forgotten it. You will need to go back to your branch with your ID and request another temporary password.

What is encryption?
Encryption converts a meaningful message or other information into something meaningless to those without the authority to view it. It also allows an authorised person to 'decrypt' the message, i.e. to convert it back into its original form. Encryption and decryption make it possible to pass messages between two (or more) people/computers without allowing anyone else to understand them.

What kind of encryption does NedbankOnline use?
Nedbank doesn't encrypt information that is publicly available. Your Nedbank banking session,

To get back to the logon screen, scroll to the bottom of the online security document and click on the following link:

Back to Home Page

1.5 Documents

Click on the “Documents” link on the left-hand side of the logon screen. This link will take you to the Documents screen which contains links to the application forms, change forms, ect.

To view one of the documents, simply click on the appropriate link. The document will then open up in a new window. You can also save the document to your PC by right-clicking on the link and selecting “Save As”.

To get back to the logon screen click on the following link:

Back to Home Page

1.6 Login Section

At the top of the Login screen you will need to enter 3 values to login to Internet Banking, namely:

- Profile number – this will be provided to you by the bank
- User ID – this number will be defaulted to 1 for retail clients and can be any number between 1 and 9 for corporate clients.
- Password – the password has to be a minimum of 8 characters long and needs to contain a combination of numbers and alphanumeric letters.

Once you have completed all three values, click on the “Logon” button to enter the site.

IMPORTANT NOTE: If you have selected to receive confirmation emails, then you will receive an email stating that someone has logged in on the site with your profile number. If you ever get an email like this and you haven’t actually logged in, then it is likely that someone else has somehow gained access of your password and is illegally accessing your Internet banking profile.

2 Standard screen layout

2.1 Accessing Help

You can access help information in two ways:

- By clicking on the following link which should be visible on every screen:
  Click here for help with this function
- By clicking on the Help button which can be found on the top right-hand corner of every screen:

Once you have clicked on one of the help links, a new window will appear that will contain help information on the current screen.

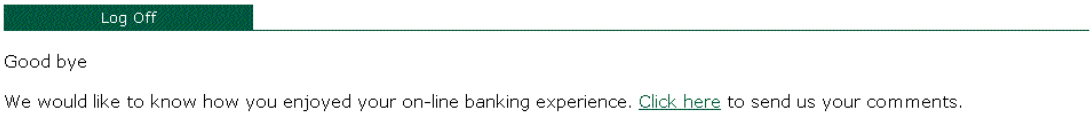
2.2 Logging Off

You can exit the site in two ways:

- By clicking on the Log Off button which can be found on the top right-hand corner of every screen:

- By selecting the Log off option from the “Select a function” menu box.

Once you have selected to log off, you will see the following screen:

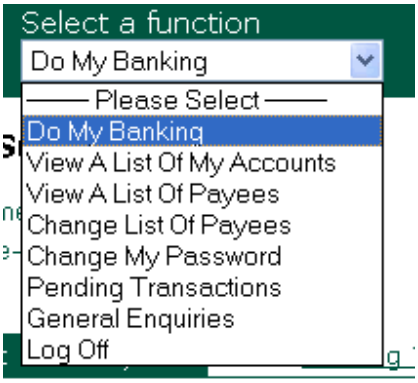


If you have any questions or comments regarding Internet Banking, click on the “Click here” link to send an email to the bank.

2.3 Menus

There are 3 menus that remain visible at the top of the window at all times, namely:

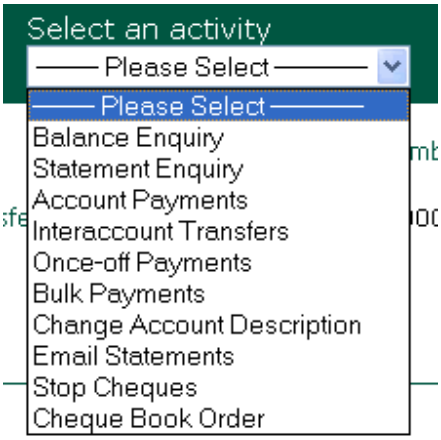
- **Select a function**: This menu will list all of the functions that you can use on Internet Banking.



The "Do My Banking" option is used to perform transactions. Upon logon "Do my Banking" will be set as default.

- **Select an account**: This will list the accounts that have been linked to the profile.

- **Select an activity**: This will list all of the available transactions that can be done on the currently selected account. The items in this list depend on the client's internet profile setup and also the account category of the currently selected account. Not all clients will have access to all of these functions.

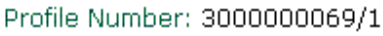


"Select an account" will only become accessible once the Do my banking option has been selected from "Select a function".

"Select an activity" will only become accessible once Do my banking has been selected from "Select a function" and an account has been selected from "Select an account"

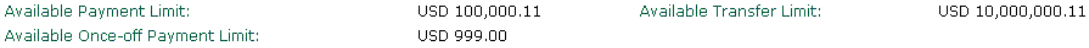
2.4 Profile Number and User ID Display

The profile number and user ID of the currently logged in user will display in the top right-hand corner of every screen:



2.5 Limit Information

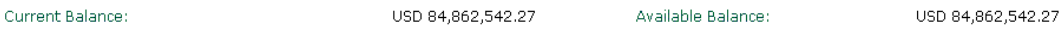
The available daily limit information will display at the top of every screen and will update as transactions are done:



The limits are reset everyday and transactions will not be allowed if the limits have been exceeded. Monthly, per transaction, user and account limits can also be set. To view these limits, go to the General Enquiries function and view the Limit enquiry.

2.6 Balance Information

The current and available balance figures for a specific account will display underneath the limit information once you enter the Do my banking function:



These balance amounts relate to the currently selected account.

2.7 Link to Bank Website

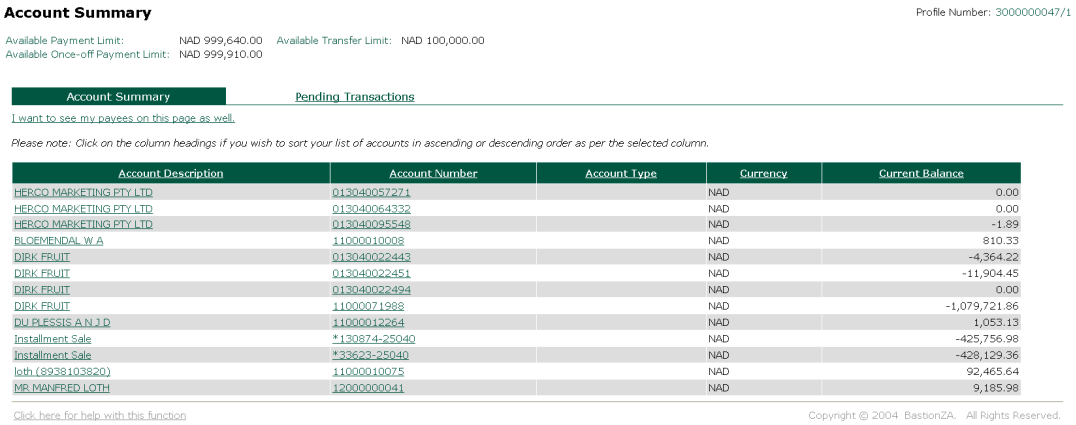
The bank logo at the top of the screen and also on the log off screen is linked to the bank's official website.

Simply click on the logo and a new window will open up in for the bank's site.

3 Account Summary Screen

How to get there: Select a function > View A List Of My Accounts

The Accounts Summary provides easy access to all the accounts you have linked to your profile. At a glance you can view each account's current and available balances. This will always be the first screen that you see once you have successfully logged on.



Account Summary

Profile Number: 3000000047/1

Available Payment Limit: NAD 999,640.00 Available Transfer Limit: NAD 100,000.00
Available Once-off Payment Limit: NAD 999,910.00

Account Summary | Pending Transactions

I want to see my payees on this page as well.

Please note: Click on the column headings if you wish to sort your list of accounts in ascending or descending order as per the selected column.

Account Description	Account Number	Account Type	Currency	Current Balance
HERCO MARKETING PTY LTD	013040057271		NAD	0.00
HERCO MARKETING PTY LTD	013040064332		NAD	0.00
HERCO MARKETING PTY LTD	013040095548		NAD	-1.89
BLOEMENDAL W A	11000010008		NAD	810.33
DIRK FRUIT	013040022443		NAD	-4,364.22
DIRK FRUIT	013040022451		NAD	-11,904.45
DIRK FRUIT	013040022494		NAD	0.00
DIRK FRUIT	11000071988		NAD	-1,079,721.86
DU PLESSIS A N J D	11000012264		NAD	1,053.13
Installment Sale	*130874-25040		NAD	-425,756.98
Installment Sale	*33623-25040		NAD	-428,129.36
loth (8938103820)	11000010075		NAD	92,465.64
MR MANFRED LOTH	12000000041		NAD	9,185.98

Click here for help with this function

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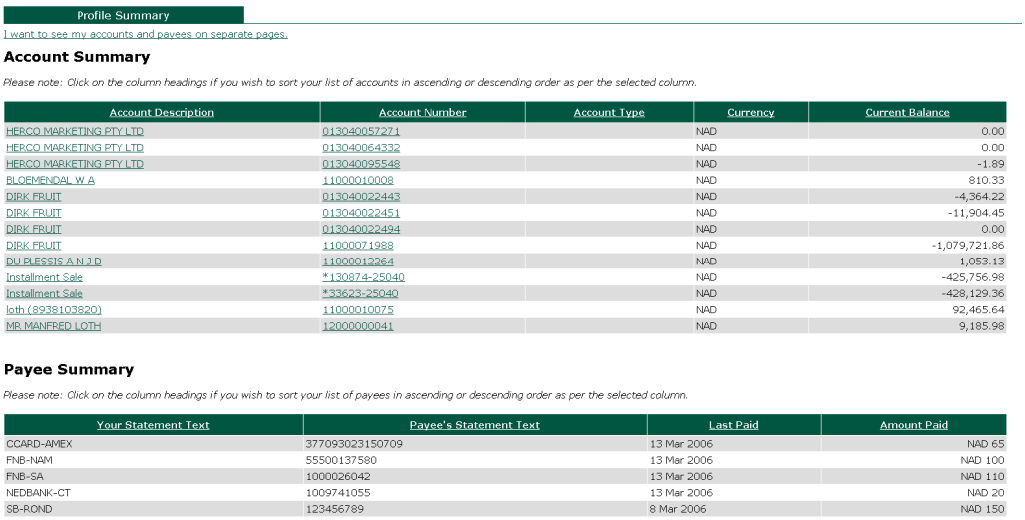
You can do the following on this screen:

- **View the statement of your accounts**
  Click on the account description to quickly access the statement enquiry screen to see a statement of your account. Here you will see the available balance and a list of transactions for the selected period. Only 10 entries will be displayed at a time.
- **View the balances of your accounts**
  Click on the account name or number to quickly access the balance enquiry screen to see an overview of your account. Here you will see the available balance and a summary of the last 10 transactions.
- **View your accounts and payee's on one screen**
  Click the text link at the top of the screen. Click the text link again to return to only seeing your accounts on one page.
- **Sort the list of accounts and/or payees**
  Click on the underlined column heading (example “Account Description”) of the column you wish to sort by. This will sort the column in ascending order. Clicking once again, will sort the column in descending order.

You can also view your linked payee’s (beneficiaries) on this same page by clicking on the following link:

I want to see my payees on this page as well.

The screen layout will change as follows:



Profile Summary

I want to see my accounts and payees on separate pages.

Account Summary

Please note: Click on the column headings if you wish to sort your list of accounts in ascending or descending order as per the selected column.

Account Description	Account Number	Account Type	Currency	Current Balance
HERCO MARKETING PTY LTD	013040057271		NAD	0.00
HERCO MARKETING PTY LTD	013040064332		NAD	0.00
HERCO MARKETING PTY LTD	013040095548		NAD	-1.89
BLOEMENDAL W A	11000010008		NAD	810.33
DIRK FRUIT	013040022443		NAD	-4,364.22
DIRK FRUIT	013040022451		NAD	-11,904.45
DIRK FRUIT	013040022494		NAD	0.00
DIRK FRUIT	11000071988		NAD	-1,079,721.86
DU PLESSIS A N J D	11000012264		NAD	1,053.13
Installment Sale	*130874-25040		NAD	-425,756.98
Installment Sale	*33623-25040		NAD	-428,129.36
loth (8938103820)	11000010075		NAD	92,465.64
MR MANFRED LOTH	12000000041		NAD	9,185.98

Payee Summary

Please note: Click on the column headings if you wish to sort your list of payees in ascending or descending order as per the selected column.

Your Statement Text	Payee's Statement Text	Last Paid	Amount Paid
CCARD-AMEX	377093023150709	13 Mar 2006	NAD 65
FNB-NAM	55500137580	13 Mar 2006	NAD 100
FNB-SA	1000026042	13 Mar 2006	NAD 110
NEDBANK-CT	1009741055	13 Mar 2006	NAD 20
SB-ROND	123456789	8 Mar 2006	NAD 150

To change back to the original view where only the list of linked accounts are visible, click on the following link:

I want to see my accounts and payees on separate pages.

4 Password Change

How to get there: Select a function > Change My Password

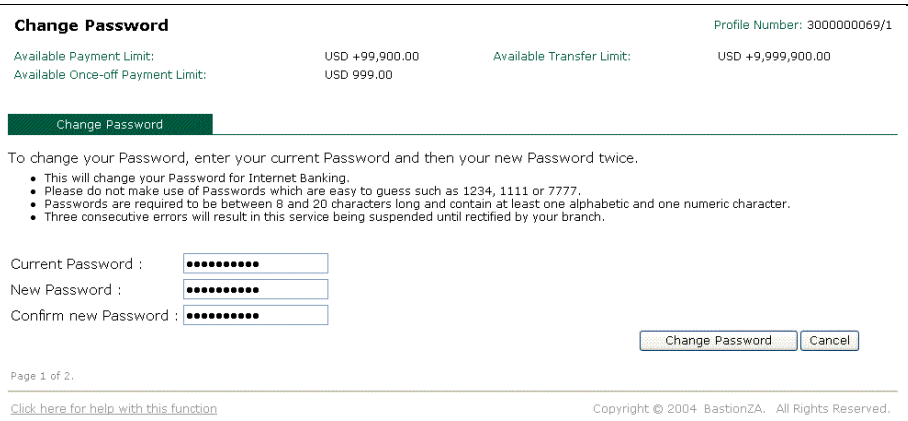
Your Password is vital to using Internet banking. It is used to identify you and grants you access to your account information. Your Password is as important as your signature and should not be shared. Keep it to yourself.

The Bank makes provision for secrecy by displaying stars (*) on the screen as you enter your Password. This protects your Password from anyone looking over your shoulder as you type.

Password rules:

- Should be between 8 and 20 characters long
- Should be both numbers and letters (at least 1 numeric and 1 alphabetic)
- Should not have any special characters such as %&#@*()
- Must not be all zeros
- Must not be easy to guess numbers such as 1234 and 8888
- Will be invalidated if entered incorrectly for three consecutive times

If your Password is invalidated, please contact the help desk for assistance. You will not be able to use internet banking until you do this.
The Bank will give you a temporary Password that must be changed immediately when you gain access to internet banking and be replaced with your very own password.


Change Password
Profile Number: 3000000069/1
Available Payment Limit:
USD +99,900.00
Available Transfer Limit:
USD +9,999,900.00
Available Once-off Payment Limit:
USD 999.00
Change Password
To change your Password, enter your current Password and then your new Password twice.
This will change your Password for Internet Banking.
Please do not make use of Passwords which are easy to guess such as 1234, 1111 or 7777.
Passwords are required to be between 8 and 20 characters long and contain at least one alphabetic and one numeric character.
Three consecutive errors will result in this service being suspended until rectified by your branch.
Current Password :
New Password :
Confirm new Password :
Change Password
Cancel
Page 1 of 2.
Click here for help with this function
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4.1 Setting Password At First Logon

The bank will provide you with a profile number, user ID and temporary password. Use this information to logon. You will be required to change your password the first time you logon.

4.2 Changing Of Password

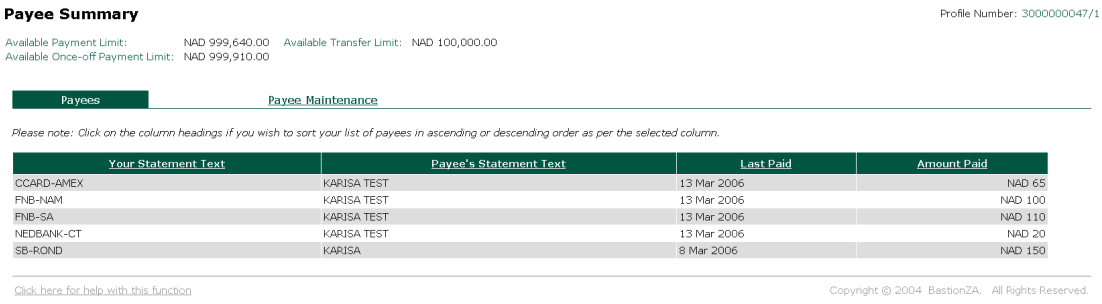
You can change your password at any time using the “Change My Password” option from the “Select a function” menu.

5 Payees

5.1 Payee Summary

How to get there: Select a function > View A List Of Payees

The payee Summary provides easy access to all the payees you have requested the bank to link to your profile. At a glance you can see the last date each payee was paid and the value of the payment.

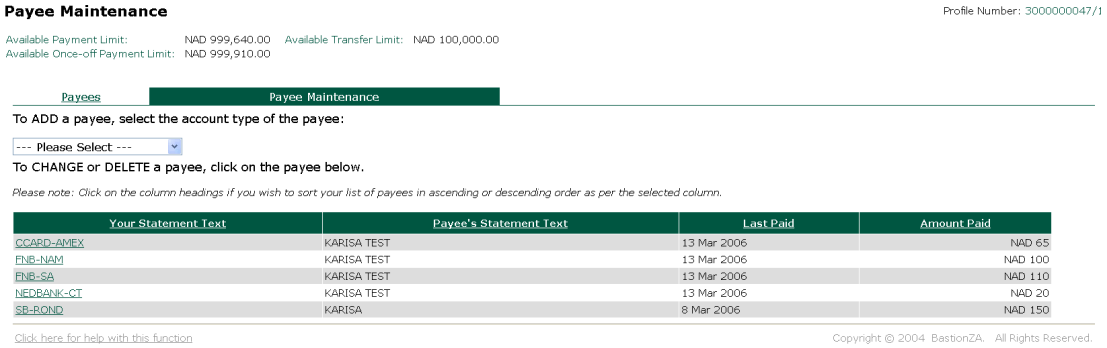


IMPORTANT NOTE: You can have up to 999 payees on your profile.

5.2 Payee Maintenance

How to get there: Select a function > Change List Of Payees
OR "Payee Maintenance" link on the Payee Summary screen.

This facility allows you to add a new payee, delete a payee or change the narrative details of an existing payee.


Payee Maintenance
Profile Number: 3000000047/1
Available Payment Limit: NAD 999,640.00
Available Transfer Limit: NAD 100,000.00
Available Once-off Payment Limit: NAD 999,910.00
Payees
Payee Maintenance
To ADD a payee, select the account type of the payee:
--- Please Select ---
To CHANGE or DELETE a payee, click on the payee below.
Please note: Click on the column headings if you wish to sort your list of payees in ascending or descending order as per the selected column.
Your Statement Text
Payee's Statement Text
Last Paid
Amount Paid
CCARD-AMEX KARISA TEST 13 Mar 2006 NAD 65
FNB-NAM KARISA TEST 13 Mar 2006 NAD 100
FNB-SA KARISA TEST 13 Mar 2006 NAD 110
NEDBANK-CT KARISA TEST 13 Mar 2006 NAD 20
SB-ROND KARISA 8 Mar 2006 NAD 150
Click here for help with this function
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5.2.1 *Adding a payee*

You have three options when adding a new payee, namely:

- **Account at this bank**

New Payee Details Request
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Payees
Payee Maintenance
Fill in the details of the acccount you want to add as a payee:
Account Number: 1346427846
Your Statement Text: Stationery
Payee's Statement Text: William Black:20010907
Add Payee
Cancel
Page 1 of 2.
Click here for help with this function
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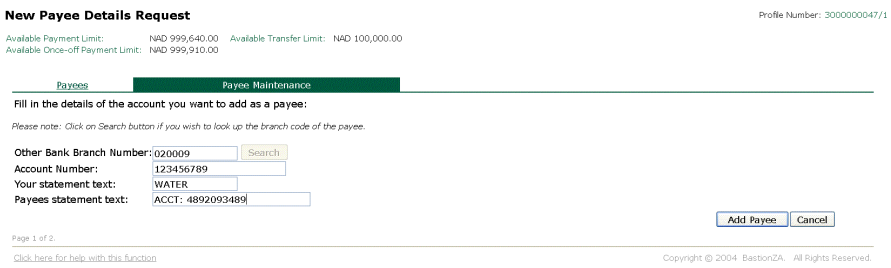
Fields to complete:

Account Number	This has to be a valid account number at the bank.
Your Statement Text	The text that will display on your statement.
Payee's Statement Text	The text that will display on the payee's statement.

Click on the "Add Payee" button to add the payee to your profile, or click on the "Cancel" if you do not wish to continue with the new payee addition.

- **Account at another bank**


New Payee Details Request
Profile Number: 3000000047/1
Available Payment Limit: NAD 999,640.00
Available Transfer Limit: NAD 100,000.00
Available Once-off Payment Limit: NAD 999,910.00
Payees
Payee Maintenance
Fill in the details of the account you want to add as a payee:
Please note: Click on Search button if you wish to look up the branch code of the payee.
Other Bank Branch Number: 020009
Search
Account Number: 123456789
Your statement text: WATER
Payees statement text: ACCT: 4892093489
Add Payee
Cancel
Page 1 of 2.
Click here for help with this function
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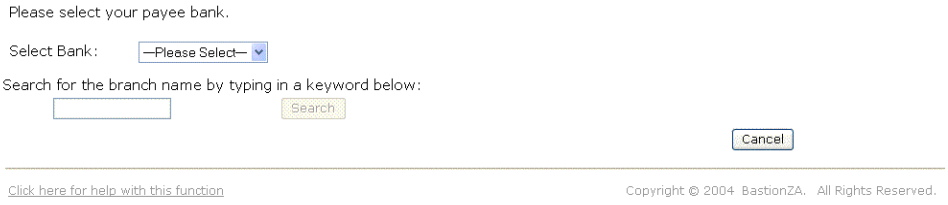
Fields to complete:

Other Bank Branch Number	Enter a valid branch number. If you do not know the branch number, click on the "Search" button to find the correct branch number based on the bank name and branch name.
Account Number	This has to be a valid account number.
Your Statement Text	The text that will display on your statement.
Payee's Statement Text	The text that will display on the payee's statement.

If you click on the "Search" button, it will take you to the following screen:


Please select your payee bank.
Select Bank: —Please Select—
Search for the branch name by typing in a keyword below:
Search
Cancel
Click here for help with this function
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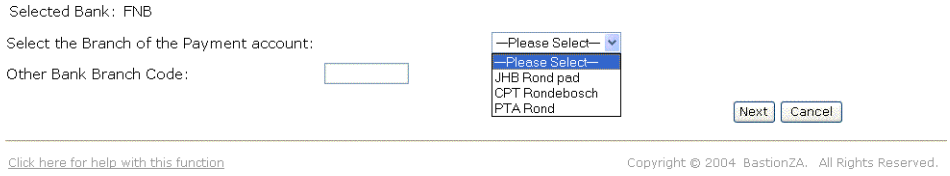
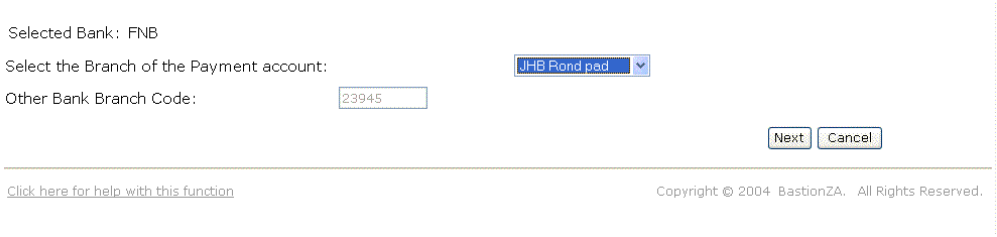
Select a bank name from the "Select Bank" drop-down list and enter the branch name or any other keyword that will identify the branch in the text field.

Then click on the "Search" button to start the branch code search. If you wish to get back to the payee details screen, click on the "Cancel" button.

The next screen will show the results of the search.



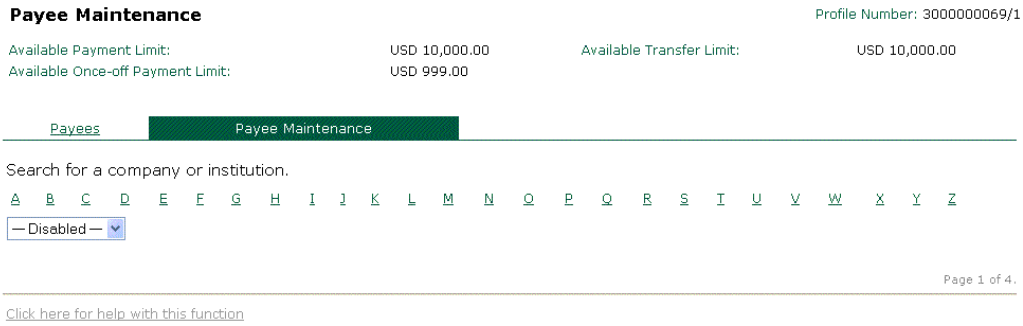
Select the appropriate branch from the drop-down list. This will populate the "Other Bank Branch Code" field with the correct code. Click on the "Next" button to get back to the payee details screen. If you wish to exit this search, click on the "Cancel" button.



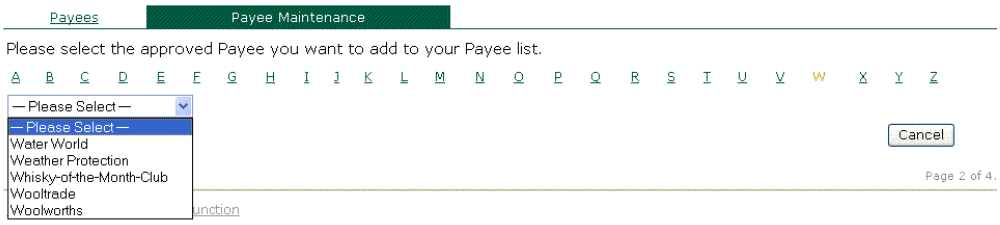
After you click on the "Next" button, you will go back to the Payee Details screen where you can continue to complete the rest of the input fields.

Click on the "Add Payee" button to add the payee to your profile, or click on the "Cancel" if you do not wish to continue with the new payee addition.

- **Approved Payees**

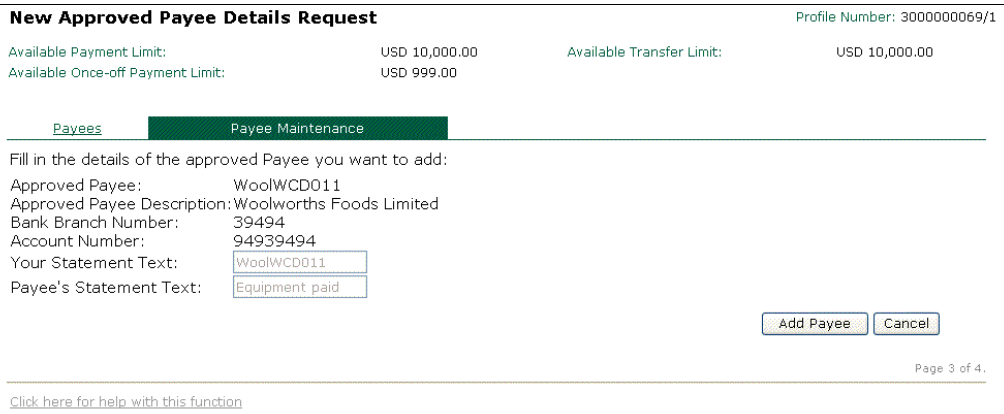

Payee Maintenance
Profile Number: 3000000069/1
Available Payment Limit:
USD 10,000.00
Available Transfer Limit:
USD 10,000.00
Available Once-off Payment Limit:
USD 999.00
Payees
Payee Maintenance
Search for a company or institution.
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
— Disabled —
Page 1 of 4.
Click here for help with this function

Click on one of the letters of the alphabet -- take the first letter of the payee name.


Payees
Payee Maintenance
Please select the approved Payee you want to add to your Payee list.
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
— Please Select —
— Please Select —
Water World
Weather Protection
Whisky-of-the-Month-Club
Wooltrade
Woolworths
Cancel
Page 2 of 4.

Then select a payee from the drop-down list.
Once you have selected a payee, you will be taken back to the Payee Details screen where the payee details will already be defaulted. You will only be required to complete the following two fields:

Your Statement Text	The text that will display on your statement.
Payees Statement Text	The text that will display on the payee's statement.

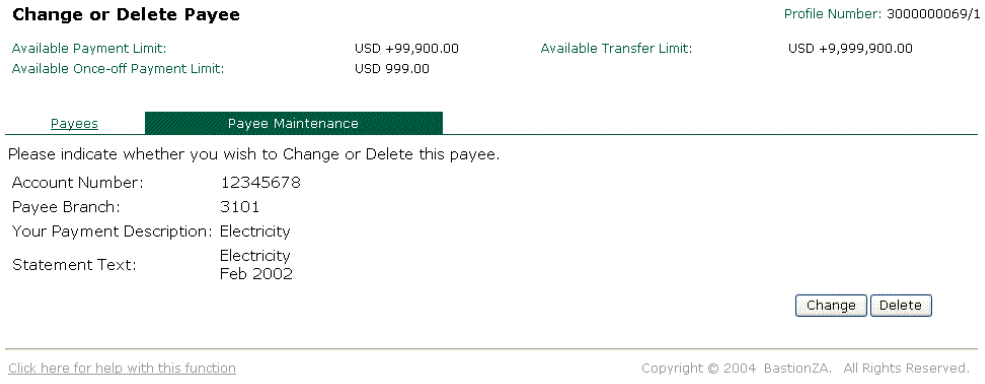


Click on the “Add Payee” button to add the payee to your profile, or click on the “Cancel” if you do not wish to continue with the new payee addition.

IMPORTANT NOTE: If you have selected to receive confirmation emails, then you will receive an email stating that a beneficiary has successfully been loaded to your profile.

5.2.2 *Deleting a payee*

Click on one of the payees under the “Your statement text” column on the Payee Maintenance screen. This will take you to the following screen:



Click on the “Delete” button if you wish to remove a payee from your profile.

After selecting to delete a payee, you will be taken to the “Confirm Payee Deletion” screen:

At this point you need to click on “Confirm Deletion” to delete the payee from the list of payees, or you can select to click on the “Cancel” button if you do not wish to continue with the deletion of the payee.

Click on the “Return to Payee Maintenance” button to get back to the Payee Maintenance screen.

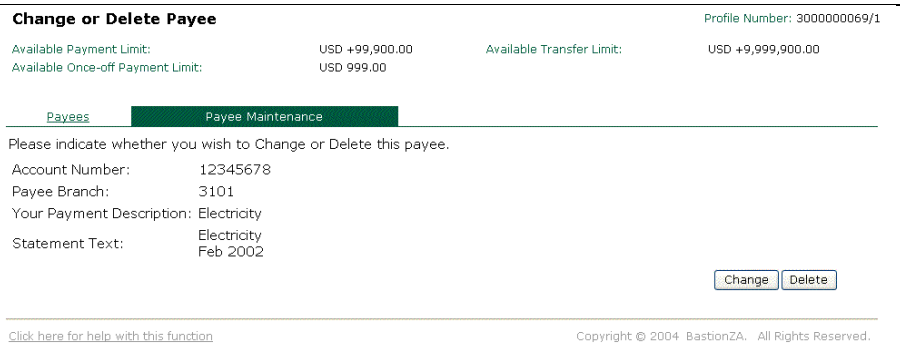
IMPORTANT NOTE**:** Once you have confirmed the deletion of a payee, the payee will be removed from your profile immediately. If you wish to make payments to this payee again in future, you will have to add the payee to your profile again.

5.2.3 *Changing a payee*

This facility allows you to change the description of the narratives that will appear on your statement and the payee’s statement. This will make the statement more meaningful and user friendly.

Please note that you are not able to change the payee’s account or branch numbers. If you wish to do so you will have to delete the payee and then add it again with the new information.

Click on one of the payees under the “Your statement text” column on the Payee Maintenance screen. This will take you to the following screen:


Change or Delete Payee
Profile Number: 3000000069/1
Available Payment Limit: USD +99,900.00
Available Transfer Limit: USD +9,999,900.00
Available Once-off Payment Limit: USD 999.00
Payees
Payee Maintenance
Please indicate whether you wish to Change or Delete this payee.
Account Number: 12345678
Payee Branch: 3101
Your Payment Description: Electricity
Statement Text: Electricity Feb 2002
Change
Delete
Click here for help with this function
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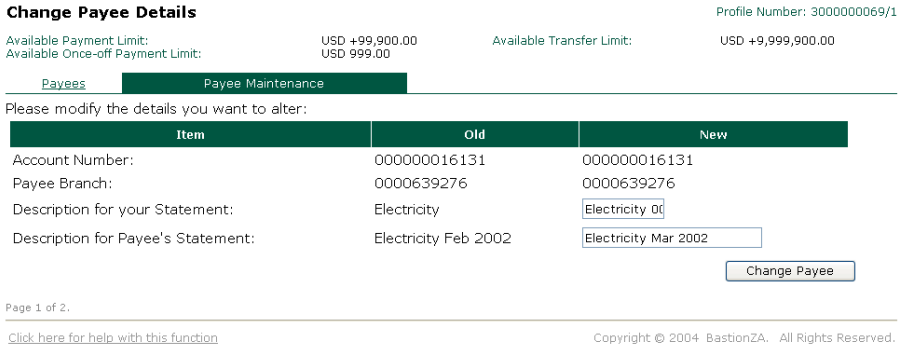
Click on the “Change” button to continue, or click on the “Cancel” button if you do not wish to continue changing the payee. After selecting to change a payee, you will be taken to the “Change Payee Details” screen:


Change Payee Details
Profile Number: 3000000069/1
Available Payment Limit: USD +99,900.00
Available Transfer Limit: USD +9,999,900.00
Available Once-off Payment Limit: USD 999.00
Payees
Payee Maintenance
Please modify the details you want to alter:
Item
Old
New
Account Number: 000000016131 000000016131
Payee Branch: 0000639276 0000639276
Description for your Statement: Electricity Electricity 0
Description for Payee's Statement: Electricity Feb 2002 Electricity Mar 2002
Change Payee
Page 1 of 2.
Click here for help with this function
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Enter the new values in the input field under the “New” column and then click on the “Change Payee” button. This will take you to the “Confirm Change Payee Details” screen.

Payee Change Completed
Profile Number: 3000000069/1
Available Payment Limit: USD +99,900.00
Available Transfer Limit: USD +9,999,900.00
Available Once-off Payment Limit: USD 999.00
Payees
Payee Maintenance
Your payee now has the following details:
Account Number: 000000016131
Payee Branch: 3101
Description for your statement: Electricity 001
Description for payee's statement: Electricity Mar 2002
Return to Payee Maintenance
Page 2 of 2.
Click here for help with this function
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Click on the “Return to Payee Maintenance” button to get back to the Payee Maintenance screen.

6 Pending Transactions

How to get there: Select a function > Pending Transactions
OR "Pending Transactions" link on Account Summary screen.

The pending transactions summary provides easy access to all financial transactions captured by all users of this profile that are still pending authorisation.

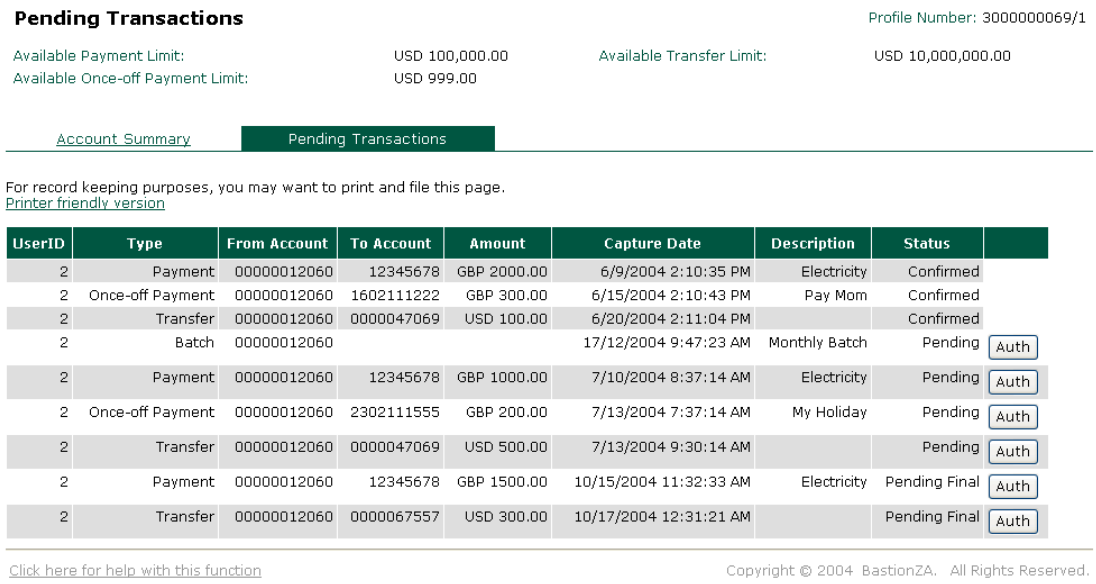
You can either authorise pending transactions that another user ID has captured (if you have authorising rights), or you can view the pending transactions that you have captured (if you have capturing rights) and delete those captured in error.

IMPORTANT NOTE: An unauthorised pending transaction will be removed from the list once it is 2 weeks old. This will happen regardless of whether it has been confirmed or not. Any transaction that has been pending for an entire month will be deleted and will therefore need to be re-captured if it is still needed. Authorised transactions will be removed from this list after 7 days.

Pending transactions can not be opened for editing.

6.1 Authorising Pending Transactions

Pending transactions that you are allowed to authorise will have an "Auth" button alongside them.



Pending Transactions Profile Number: 3000000069/1

Available Payment Limit: USD 100,000.00 Available Transfer Limit: USD 10,000,000.00
Available Once-off Payment Limit: USD 999.00

Account Summary | Pending Transactions

For record keeping purposes, you may want to print and file this page.
Printer friendly version

UserID	Type	From Account	To Account	Amount	Capture Date	Description	Status	
2	Payment	00000012060	12345678	GBP 2000.00	6/9/2004 2:10:35 PM	Electricity	Confirmed	
2	Once-off Payment	00000012060	1602111222	GBP 300.00	6/15/2004 2:10:43 PM	Pay Mom	Confirmed	
2	Transfer	00000012060	0000047069	USD 100.00	6/20/2004 2:11:04 PM		Confirmed	
2	Batch	00000012060			17/12/2004 9:47:23 AM	Monthly Batch	Pending	Auth
2	Payment	00000012060	12345678	GBP 1000.00	7/10/2004 8:37:14 AM	Electricity	Pending	Auth
2	Once-off Payment	00000012060	2302111555	GBP 200.00	7/13/2004 7:37:14 AM	My Holiday	Pending	Auth
2	Transfer	00000012060	0000047069	USD 500.00	7/13/2004 9:30:14 AM		Pending	Auth
2	Payment	00000012060	12345678	GBP 1500.00	10/15/2004 11:32:33 AM	Electricity	Pending Final	Auth
2	Transfer	00000012060	0000067557	USD 300.00	10/17/2004 12:31:21 AM		Pending Final	Auth

Click here for help with this function

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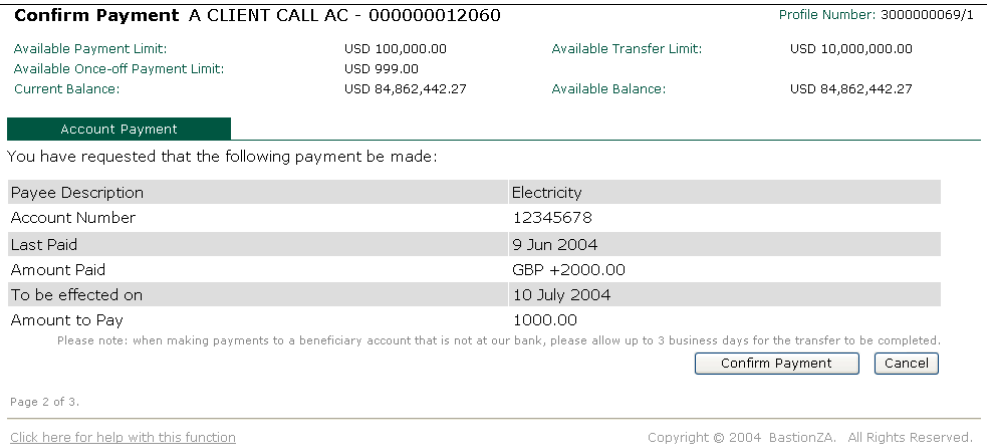
To authorise one of these transactions, click on the "Auth" button. This will bring up a confirmation screen with the details of the transaction.


Confirm Payment A CLIENT CALL AC - 000000012060
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 10,000,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,442.27
Available Balance: USD 84,862,442.27
Account Payment
You have requested that the following payment be made:
Payee Description Electricity
Account Number 12345678
Last Paid 9 Jun 2004
Amount Paid GBP +2000.00
To be effected on 10 July 2004
Amount to Pay 1000.00
Please note: when making payments to a beneficiary account that is not at our bank, please allow up to 3 business days for the transfer to be completed.
Confirm Payment
Cancel
Page 2 of 3.
Click here for help with this function
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Click on the “Confirm Payment” button to authorise the transaction, or click on the “Cancel” button if you do not wish to authorise the transaction. You do not have the right to delete a pending transaction. Only the inputter of the transaction can delete a pending transaction.

If you click on the “Confirm Payment” button the next screen will indicate that the transaction has been completed.

Payment Completed A CLIENT CALL AC - 000000012060
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 10,000,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,442.27
Available Balance: USD 84,862,442.27
Account Payment
Account Payment completed from: A CLIENT CALL AC - 000000012060
For record keeping purposes, you may want to print and file this page.
Printer friendly version
Payee Description Electricity
Payee account/ref 12345678
Statement Text Electricity
Payment Date 10 Jul 2004
Amount 1000.00
Reference Number 20040710/01/123
To be effected on 11 Jul 2004
Another Pending Transaction
Or use top menu.
Page 3 of 3.
Click here for help with this function
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Click on the “Another Pending Transaction” button to go back to the Pending Transactions screen.

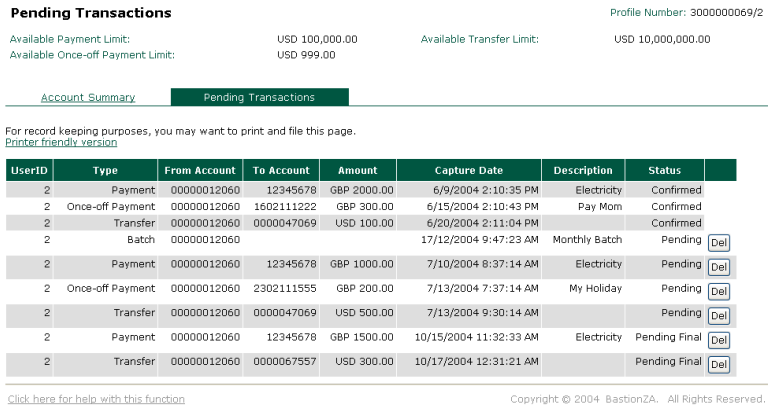
If you have full authorising abilities, then once the transaction has been confirmed the Status will change to “Confirmed” and the transaction will be complete. If you only have authority to “part” authorise a pending transaction the status will change to “Pending Final” and another profile user with authorisation rights will also need to authorise it to complete the transaction.

The concept of A and B signatories can also be implemented. According to this strategy, a B signatory can only do the first leg of the authorisation process and only an A signatory can then complete the authorisation process.

6.2 Deleting a Pending Transactions

Pending transactions that you are allowed to delete will have a “Del” button alongside them. You will only be able to delete transactions that you have captured.

All transactions that have not yet been confirmed, in other words they still have a status of either “Pending” or “Pending Final”, can be deleted. Once a transaction has a status of “Confirmed”, the transaction can no longer be cancelled.



Pending Transactions

Profile Number: 3000000069/2

Available Payment Limit: USD 100,000.00 Available Transfer Limit: USD 10,000,000.00
Available Once-off Payment Limit: USD 999.00

Account Summary | Pending Transactions

For record keeping purposes, you may want to print and file this page.
Printer friendly version

UserID	Type	From Account	To Account	Amount	Capture Date	Description	Status	
2	Payment	00000012060	12345678	GBP 2000.00	6/9/2004 2:10:35 PM	Electricity	Confirmed	
2	Once-off Payment	00000012060	1602111222	GBP 300.00	6/15/2004 2:10:43 PM	Pay Mom	Confirmed	
2	Transfer	00000012060	0000047069	USD 100.00	6/20/2004 2:11:04 PM		Confirmed	
2	Batch	00000012060			17/12/2004 9:47:23 AM	Monthly Batch	Pending	Del
2	Payment	00000012060	12345678	GBP 1000.00	7/10/2004 8:37:14 AM	Electricity	Pending	Del
2	Once-off Payment	00000012060	2302111555	GBP 200.00	7/13/2004 7:37:14 AM	My Holiday	Pending	Del
2	Transfer	00000012060	0000047069	USD 500.00	7/13/2004 9:30:14 AM		Pending	Del
2	Payment	00000012060	12345678	GBP 1500.00	10/15/2004 11:32:33 AM	Electricity	Pending Final	Del
2	Transfer	00000012060	0000067557	USD 300.00	10/17/2004 12:31:21 AM		Pending Final	Del

Click here for help with this function

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To delete one of these transactions, click on the “Del” button. This will immediately remove the pending transaction from the list.

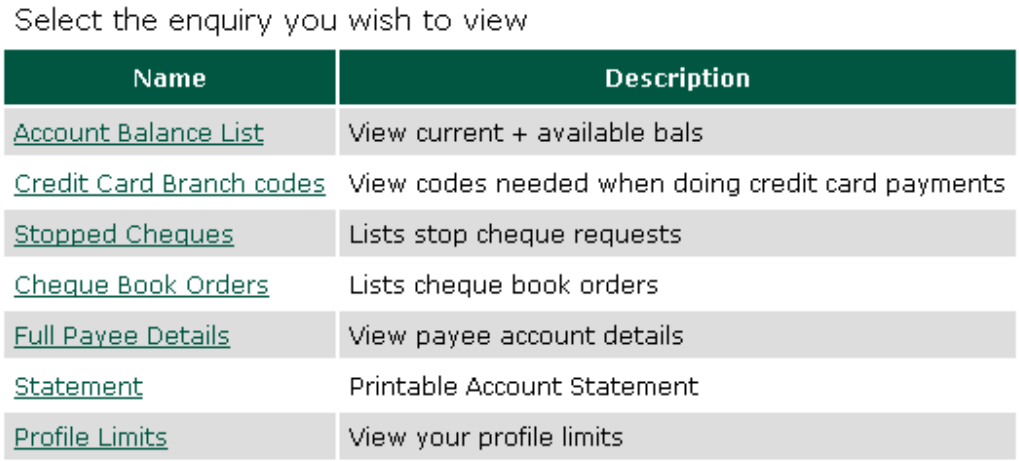
7 General Enquiries

How to get there: Select a function > General Enquiries

This function allows you to view certain predefined enquiries not covered within the standard Internet banking functionality.

All of these enquiries can be printed out by using the “Print” button at the bottom of the enquiry results.

The available enquiries are:



Select the enquiry you wish to view

Name	Description
Account Balance List	View current + available bals
Credit Card Branch codes	View codes needed when doing credit card payments
Stopped Cheques	Lists stop cheque requests
Cheque Book Orders	Lists cheque book orders
Full Payee Details	View payee account details
Statement	Printable Account Statement
Profile Limits	View your profile limits

7.1 Account Balance List

This enquiry shows all your linked accounts along with their current and available balances and also totals for all of the accounts.

There are no selection fields for this enquiry, therefore simply click on “Submit Enquiry” to view the results:

Example of results:

Account Description	Account Number	Account Type	Currency	Current Balance	Available Balance
HEWSON C E	11010005274	D10000	NAD	9,504.90	9,504.90
MR CHARLES ERNEST HEWSON	12000026199	SAVINGS ACCOUNT	NAD	41,401.13	41,351.13
MRS ELDALENE HEWSON	11000040608	CURRENT ACCT	NAD	19,021.68	19,021.68
Totals:				69,927.71	69,877.71

Print Another Enquiry

7.2 Credit Card Branch codes

This enquiry gives you a list of valid credit card branch codes.

There are no selection fields for this enquiry, therefore simply click on “Submit Enquiry” to view the results:

Example of results:

Branch Code	Branch Name
000105	STANDARD - CARD DIVISION (JHB)
007505	STANDARD - CARD DIVISION (JHB)
190105	NEDCOR SA - AMEX
194905	NEDCOR SA - VISA/MASTER OPERATION
250805	FIRST NAT - BANKCITY
323745	ABSA - KREDIETKAARTAFDELING
*When adding as payee:	Use card number as the account number

Print Another Enquiry

7.3 Stopped Cheques

This enquiry will show all stop cheque requests that have been posted on a certain account on your profile.

The selection criteria are:

Account No: Enter one of your linked account numbers
Stop Date: Enter a date in the YYYYMMDD format.

After you've entered your selection criteria, click on "Submit Enquiry" to view the results.

Example of results:

Account No Equal To 11000032184
Stop Date Equal To 20060425

Profile No		Account	Chq No	Stop Date	Remarks
3000000047	BASTIONZA	11000032184	372294	25 APR 2006	Hospital did not received the CHQ
3000000047	BASTIONZA	11000032184	371014	25 APR 2006	Member never received the Cheque
3000000047	BASTIONZA	11000032184	371036	25 APR 2006	Supplier never received the Cheque

Print Another Enquiry

7.4 Cheque Book Orders

This enquiry will show any cheque book orders that have been placed on any one of you linked accounts.

The selection criteria are:

Account No: Enter one of your linked account numbers
Order Date: Enter a date in the YYYYMMDD format.

After you've entered your selection criteria, click on "Submit Enquiry" to view the results.

Example of results:

Account No Equal To 11000032184

Profile No		Account	Issue Date	Nr of Chqs	Start Number
3000000047	BASTIONZA	11000032184	20060505	40	4931
3000000047	BASTIONZA	11000032184	20060505	40	4931

Print Another Enquiry

7.5 Full Payee Details

This enquiry will list all of your payees along with their full account details.

The selection criteria is:

Page No: If you leave this field blank of if you enter a 1 and click on "Submit Enquiry", then the first 99 payees will be returned. If you enter a 2 or more, the beneficiaries from 100 and up will be displayed (99 per page number). If you have less than 99 payees, then you can leave the selection criteria empty.

Example of results:

Payee Name	Branch Code	Account Number	Predefined Code	Reference
CHARLENE	117134	1171050216		C.HEWSON
MUNI WNDK			MUNICIPALITY WINDHOEK	WHK 00019461
NAMMED	281872	62013459509		NR 204495 CE HEWSON

Print Another Enquiry

If you see the following at the bottom of the results, this means that you have more payees to view:

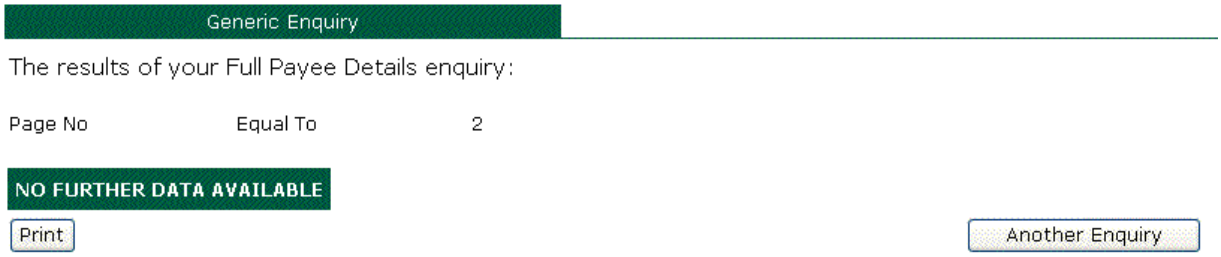
Next Page ...

Print Another Enquiry

Click on “Another Enquiry”, then select “Full Payee Details” again. This time enter a page number than is one more than the one you last entered.

If this line is not visible, then you have reached the end of your payees.

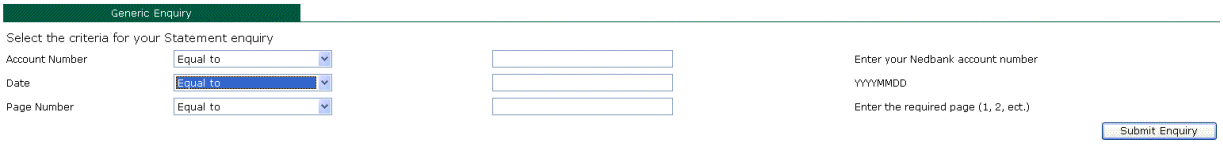
If you enter a page number that isn’t applicable to the number of payees that you have, you will get the following message:



7.6 Statement

This enquiry will show you a statements of all transactions on your account over a specified period. The results will be similar to the normal Statement Enquiry, but this enquiry is designed to be printable and there are also additional columns for the Posting Date and Transaction Charge.

The selection criteria are:



Account Number: First you need to enter your account number.
Date: Enter a date range. You have the following options:

Equal to - statement entries on a specific date.
Not equal to - statement entries on every other day except this date.
Less Than Or Equal To - statement entries on and before a specific date.
Greater Than Or Equal To - statement entries on and after a specific date.
Greater Than - statements entries after a specific date.
Less Than - statement entries before a specific date.

(Remember to enter the date in the following format: YYYYMMDD)

Page number: Start with 1 (or blank), then if you see "Next Page..." at the bottom of the results, click on "Another Enquiry" > Statement > Use page number 2, ect. If you don't see "Next Page..." at the bottom of the results, it means that you have reached the last statement entry.

Example of results:

Val Date	Transactions	Narratives	Post Date	Amount NAD	Balance NAD	Txn Charge
01 APR 06	Direct Debit	DEUKOM 060401 40045118	01 APR 06	399.00-	766,878.59	
01 APR 06	FUNDS TRANSFER	MG0526400012-1	01 APR 06	4,241.18-	762,637.41	
31 MAR 06	CLC CHEQUE PAYMENT	43251528-CPS DATA |	01 APR 06	25,659.00-	736,978.41	20.00
03 APR 06	Direct Debit	OMUNITTRU N01623500C0110995912	03 APR 06	4,025.00-	732,953.41	
03 APR 06	Direct Debit	NAMMED BILLING DB 01/04/06	03 APR 06	6,910.00-	726,043.41	
03 APR 06	NETBANK TRANSFER CR	20060403/70/7757	03 APR 06	200,000.00	926,043.41	
03 APR 06	CASH DEPOSIT	TT0609303965	03 APR 06	3,198.00	929,241.41	31.98
03 APR 06	NETBANK PAYMENT DR	THE NAMIB	03 APR 06	1,961.00-	927,280.41	3.70
		ACC PMTS				
		20060403/99/6				

If you see the following at the bottom of your statement results, this means that your statement entries still continue on another page:

Therefore you will click on "Another Enquiry", select "Statement" again and enter the next page number.

If this notice is not at the bottom of your statement results, then this means that you've reached the end of your statement.

If you see the following, there were no entries for the date range specified or account specified: (retry with another date range and check that the account number is correct)

If you try to access the statement of an account that is not loaded on your profile, you will get the following error message:

7.7 Profile Limits

This enquiry will show all your current Internet Banking limits and also shows how much of the limit you have already utilised.

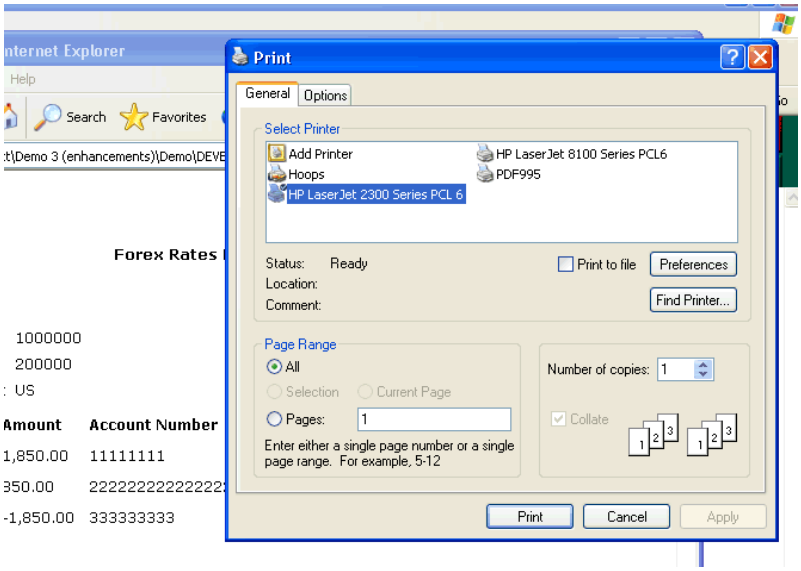
There are no selection fields for this enquiry, therefore simply click on “Submit Enquiry” to view the results:

Example of results:

Level	Frequency	Transaction Type	Limit Amount	Utilised Amount
GLOBAL				
	Per Item	Interaccount Transfers	1,000.00	-
		Account Payments	1,000.00	-
		Once-off Payments	1,000.00	-
		Batch Payments	10,000.00	-
	Daily	Interaccount Transfers	10,000.00	200.00
		Account Payments	10,000.00	1,171.50
		Once-off Payments	10,000.00	7.00
		Batch Payments	100,000.00	984,784.01
	Monthly	Interaccount Transfers	100,000.00	9,010,200.00
		Account Payments	100,000.00	506,894.50
		Once-off Payments	100,000.00	2,140.00
		Batch Payments	1,000,000.00	2,452,365.92
SIGNATORY				
1	KARISA NICHOLLS			
	Per Item	Interaccount Transfers	5,000.00	-
		Account Payments	5,000.00	-
		Once-off Payments	5,000.00	-
		Batch Payments	5,000.00	-
	Daily	Interaccount Transfers	50,000.00	200.00
		Account Payments	50,000.00	1,047.50
		Once-off Payments	50,000.00	6.00
		Batch Payments	500,000.00	539,533.50
	Monthly	Interaccount Transfers	500,000.00	9,010,200.00
		Account Payments	500,000.00	506,770.50
		Once-off Payments	500,000.00	2,139.00
		Batch Payments	5,000,000.00	2,005,115.41

Print Another Enquiry

If you wish to print out the results of any of the enquiries, click on the “Print” button. This will open up a printer friendly version of the results in a new window.



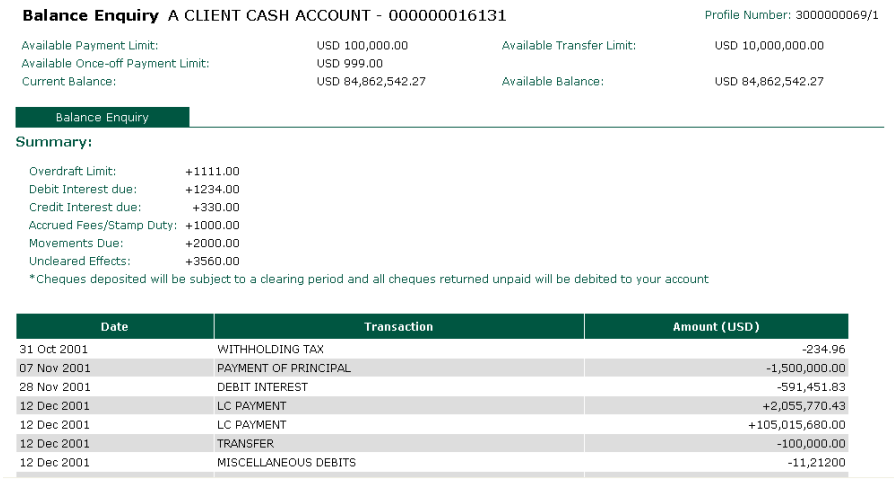
After printing, you can close this window to go back to the General Enquiries results window. Click on the “Another Enquiry” button if you wish to run another enquiry.

8 Internet Banking Activities

8.1 Balance Enquiry

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Balance Enquiry

The balance enquiry will show the current and available balances for the selected account. It will also show any uncleared effects and overdraft limits, as well as a list of the last 10 transactions that took place on the account.



Balance Enquiry A CLIENT CASH ACCOUNT - 000000016131 Profile Number: 3000000069/1

Available Payment Limit:	USD 100,000.00	Available Transfer Limit:	USD 10,000,000.00
Available Once-off Payment Limit:	USD 999.00		
Current Balance:	USD 84,862,542.27	Available Balance:	USD 84,862,542.27

Balance Enquiry

Summary:

Overdraft Limit:	+1111.00
Debit Interest due:	+1234.00
Credit Interest due:	+330.00
Accrued Fees/Stamp Duty:	+1000.00
Movements Due:	+2000.00
Uncleared Effects:	+3560.00

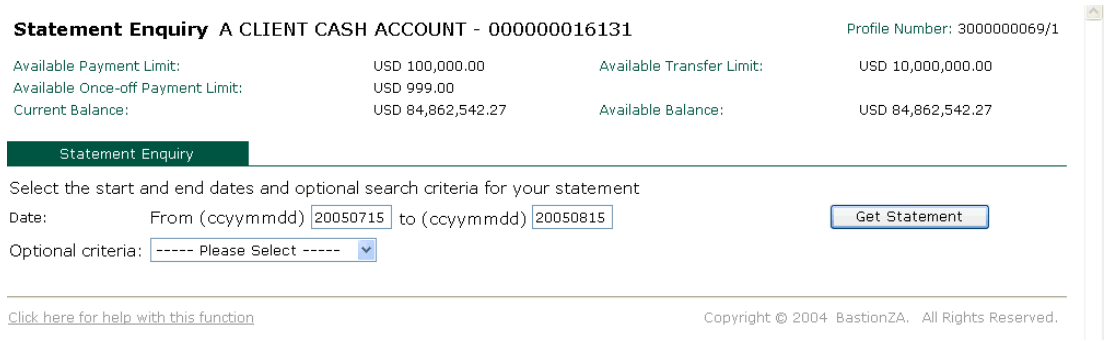
*Cheques deposited will be subject to a clearing period and all cheques returned unpaid will be debited to your account

Date	Transaction	Amount (USD)
31 Oct 2001	WITHHOLDING TAX	-234.96
07 Nov 2001	PAYMENT OF PRINCIPAL	-1,500,000.00
28 Nov 2001	DEBIT INTEREST	-591,451.83
12 Dec 2001	LC PAYMENT	+2,055,770.43
12 Dec 2001	LC PAYMENT	+105,015,680.00
12 Dec 2001	TRANSFER	-100,000.00
12 Dec 2001	MISCELLANEOUS DEBITS	-11,21200

8.2 Statement Enquiry

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Statement Enquiry

The statement enquiry allows you to view the detail of all transactions that took place on the selected account over a specified date period. The date range will usually default to the last month. This can be changed to any date range required.



Statement Enquiry A CLIENT CASH ACCOUNT - 000000016131 Profile Number: 3000000069/1

Available Payment Limit:	USD 100,000.00	Available Transfer Limit:	USD 10,000,000.00
Available Once-off Payment Limit:	USD 999.00		
Current Balance:	USD 84,862,542.27	Available Balance:	USD 84,862,542.27

Statement Enquiry

Select the start and end dates and optional search criteria for your statement

Date: From (ccyymmdd) 20050715 to (ccyymmdd) 20050815 Get Statement

Optional criteria: ----- Please Select -----

Click here for help with this function

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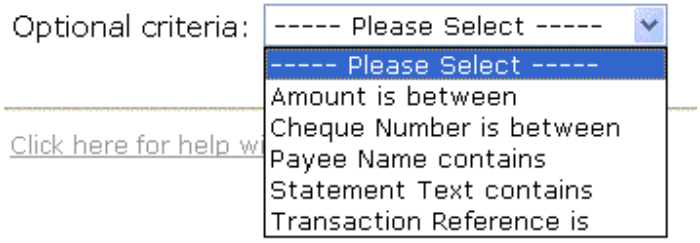
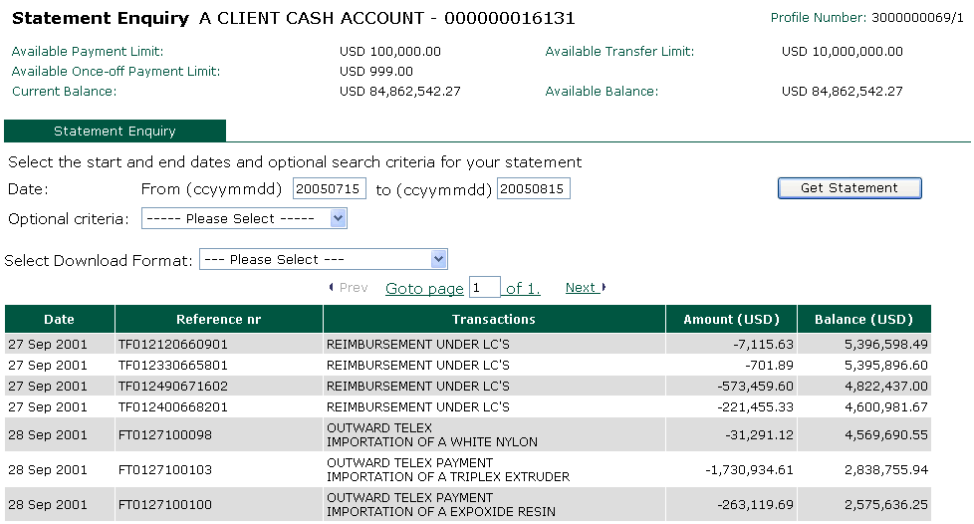
In addition to selecting a date range, you may also select one of the optional criteria to refine your statement search.



The following optional criteria are available:

Amount is between	Enter a “From” and “To” amount value.
Cheque Number is between	Enter a “From” and “To” cheque number value.
Payee Name contains	Enter a payee name or part of the payee’s name.
Statement Text contains	Enter a phrase or keyword.
Transaction Reference is	Enter a transaction reference number.

Click on the “Get Statement” button to view the statement results.

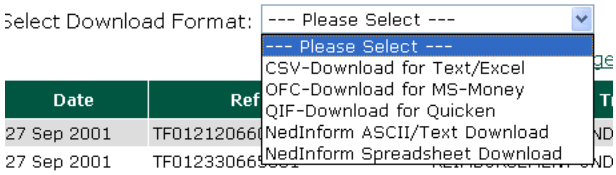

Statement Enquiry A CLIENT CASH ACCOUNT - 000000016131
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 10,000,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,542.27
Available Balance: USD 84,862,542.27
Statement Enquiry
Select the start and end dates and optional search criteria for your statement
Date: From (ccyymmdd) 20050715 to (ccyymmdd) 20050815
Get Statement
Optional criteria: ----- Please Select -----
Select Download Format: --- Please Select ---
Prev Goto page 1 of 1. Next
Date | Reference nr | Transactions | Amount (USD) | Balance (USD)
27 Sep 2001 | TF012120660901 | REIMBURSEMENT UNDER LC'S | -7,115.63 | 5,396,598.49
27 Sep 2001 | TF012330665801 | REIMBURSEMENT UNDER LC'S | -701.89 | 5,395,896.60
27 Sep 2001 | TF012490671602 | REIMBURSEMENT UNDER LC'S | -573,459.60 | 4,822,437.00
27 Sep 2001 | TF012400668201 | REIMBURSEMENT UNDER LC'S | -221,455.33 | 4,600,981.67
28 Sep 2001 | FT0127100098 | OUTWARD TELEX IMPORTATION OF A WHITE NYLON | -31,291.12 | 4,569,690.55
28 Sep 2001 | FT0127100103 | OUTWARD TELEX PAYMENT IMPORTATION OF A TRIPLEX EXTRUDER | -1,730,934.61 | 2,838,755.94
28 Sep 2001 | FT0127100100 | OUTWARD TELEX PAYMENT IMPORTATION OF A EXPOXIDE RESIN | -263,119.69 | 2,575,636.25

To move to the next or previous page of the statement results, click on the “Next” and “Previous” links, or change the page number in the “Go to page” box.

You can request another statement by completing the date and optional criteria again and then clicking on the “Get Statement” button.

You also have the option to download the statement to a file that can be stored on your PC. Only the currently displayed page of the statement will be downloaded, not all of the pages.

The following statement download formats are available:



- CSV – Can be used in Excel and Text readers.
- OFC – Can only be used in MS-Money
- QIF – Can only be used in Quicken
- NedInform ASCII/Text format
- NedInform Spreadsheet format

After selecting a format, you will be able to either view the file or save it on your PC.

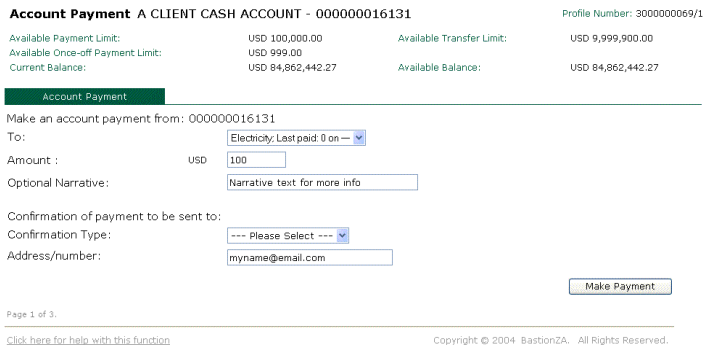
8.3 Account Payments

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Account Payments

With Account Payments you can make payments to your third-party beneficiaries that have been linked to your profile.

IMPORTANT NOTE: Only users with input rights can perform Account Payments. Once the payment has been completed it will move to the Pending Transactions list. The transaction will then need to be authorised by 1 or more authorisers (depending on their authorising rights). If a user has both input and authorising rights, then the transaction will automatically be authorised and will not move to the Pending Transactions list.

8.3.1 *Step 1: Enter pending payment details*



Fields to complete:

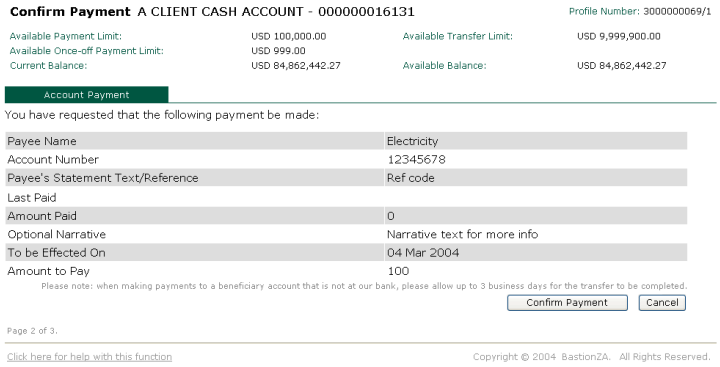
To	Select a payee from the drop-down list
Amount	Enter the payment amount.
Optional Narrative	Enter any narrative detail. This field is optional.
Confirmation Type	If you wish to send a confirmation of this payment to the payee,

	then you need to select a confirmation type from the drop-down list. Currently only email is available.
Confirmation Address/number	If you have selected a confirmation type, then you need to complete this field. Enter the email address you wish to send the confirmation to. This needs to be a valid email address. (Example: someone@somewhere.com)

Click on the "Make Payment" button to process the payment.

8.3.2 *Step 2: Confirm pending account payment*

At this point you have the option to confirm the payment by clicking on the "Confirm Payment" button, or to cancel the payment by clicking on the "Cancel" button.


Confirm Payment A CLIENT CASH ACCOUNT - 000000016131
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 9,999,900.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,442.27
Available Balance: USD 84,862,442.27
Account Payment
You have requested that the following payment be made:
Payee Name Electricity
Account Number 12345678
Payee's Statement Text/Reference Ref code
Last Paid
Amount Paid 0
Optional Narrative Narrative text for more info
To be Effected On 04 Mar 2004
Amount to Pay 100
Please note: when making payments to a beneficiary account that is not at our bank, please allow up to 3 business days for the transfer to be completed.
Confirm Payment
Cancel
Page 2 of 3.
Click here for help with this function
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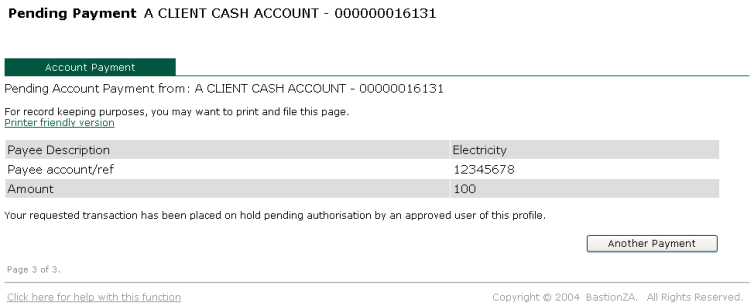
8.3.3 *Step 3: Complete pending account payment*

If you selected to confirm the payment, the next screen will confirm that the payment has been processed. The transaction will now move to the Pending Transactions list and will need to be authorised. You can do another account payment by clicking on the "Another Payment" button.


Pending Payment A CLIENT CASH ACCOUNT - 000000016131
Account Payment
Pending Account Payment from: A CLIENT CASH ACCOUNT - 00000016131
For record keeping purposes, you may want to print and file this page.
Printer friendly version
Payee Description Electricity
Payee account/ref 12345678
Amount 100
Your requested transaction has been placed on hold pending authorisation by an approved user of this profile.
Another Payment
Page 3 of 3.
Click here for help with this function
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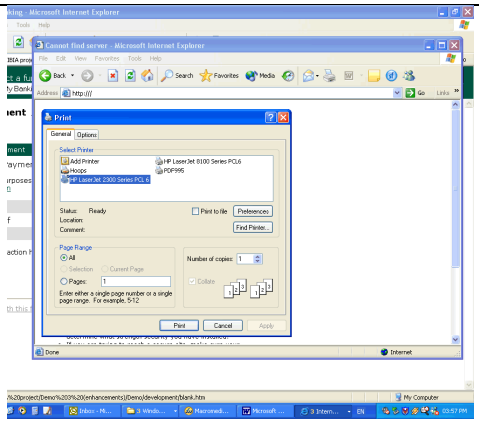
If you wish to print out this confirmation, click on the "Printer friendly version" link. This will open up another window with a printable version of the payment confirmation. You can then select to print the confirmation.



After a pending payment is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a payment that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

See section 6 Pending Transactions for information on authorising and deleting pending transactions.

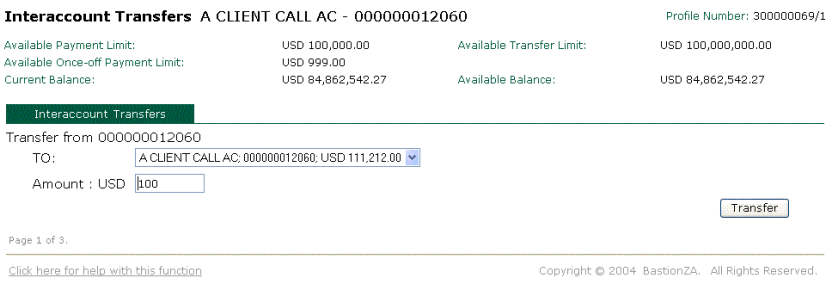
8.4 Interaccount Transfers

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Statement Enquiry

With interaccount transfers you can move money between the linked accounts on your profile.

IMPORTANT NOTE: Only users with input rights can perform Interaccount Transfers. Once the transfer has been completed it will move to the Pending Transactions list. The transaction will then need to be authorised by 1 or more authorisers (depending on their authorising rights). If a user has both input and authorising rights, then the transaction will automatically be authorised and will not move to the Pending Transactions list.

8.4.1 *Step 1: Enter pending transfer details*



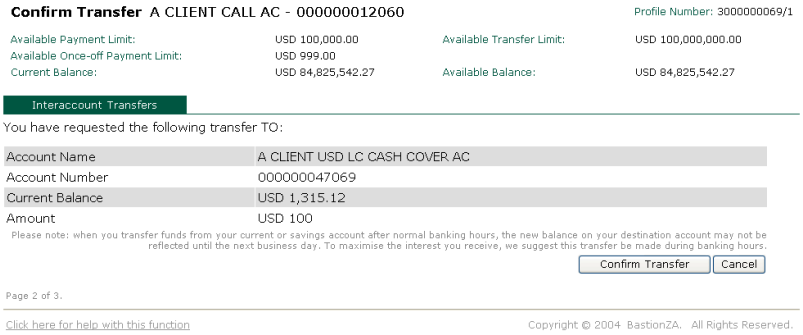
Fields to complete:

To	Select an account from the drop-down list.
Amount	Enter the transfer amount.

Click on the “Transfer” button to process the transfer.

8.4.2 *Step 2: Confirm pending transfer*

At this point you can choose to confirm the transfer by clicking on the “Confirm Transfer” button or you can choose not to go ahead with the transfer by clicking on the “Cancel” button.


Confirm Transfer A CLIENT CALL AC - 000000012060
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 100,000,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,825,542.27
Available Balance: USD 84,825,542.27
Interaccount Transfers
You have requested the following transfer TO:
Account Name A CLIENT USD LC CASH COVER AC
Account Number 000000047069
Current Balance USD 1,315.12
Amount USD 100
Please note: when you transfer funds from your current or savings account after normal banking hours, the new balance on your destination account may not be reflected until the next business day. To maximise the interest you receive, we suggest this transfer be made during banking hours.
Confirm Transfer
Cancel
Page 2 of 3.
Click here for help with this function
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8.4.3 *Step 3: Complete pending transfer*

If you selected to confirm the transfer, the next screen will confirm that the transfer has been processed. The transaction will now move to the Pending Transactions list and will need to be authorised. You can do another account transfer by clicking on the “Another Transfer” button.

Transfer Completed A CLIENT CASH ACCOUNT - 000000016131
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 9,999,900.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,442.27
Available Balance: USD 84,862,442.27
Interaccount Transfers
Interaccount Transfers completed from : A CLIENT - 000000016131
For record keeping purposes, you may want to print and file this page.
Printer friendly version
Account Name A CLIENT USD LC CASH COVER AC
Account Number 000000047069
Date Authorised 04 Mar 2002
Amount 100
Reference Number 20020304/01/1522
Another Transfer
Page 3 of 3.
Click here for help with this function
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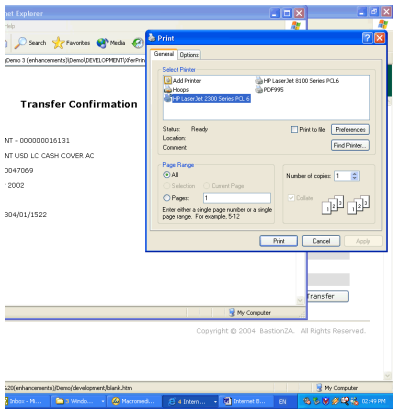
If you wish to print out this confirmation, click on the “Printer friendly version” link. This will open up another window with a printable version of the transfer confirmation. You can then select to print the confirmation.



After a pending transfer is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a transfer that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

See section 6 Pending Transactions for information on authorising and deleting pending transactions.

8.5 Once-off Payments

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Once-off Payments

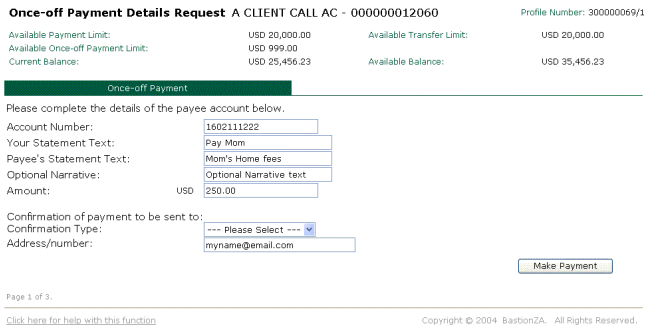
With Once-off Payments you can make payments to a third-party that has not been linked to your profile as a payee. You will not need to add this third-party to your profile.

IMPORTANT NOTE: Only users with input rights can perform Once-off Payments. Once the payment has been completed it will move to the Pending Transactions list. The transaction will then need to be authorised by 1 or more authorisers (depending on their authorising rights). If a user has both input and authorising rights, then the transaction will automatically be authorised and will not move to the Pending Transactions list.

8.5.1 *Step 1: Enter pending once-off payment details*

You have three options when making a once off payment, namely:

- **Account at this bank**


Once-off Payment Details Request A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Once-off Payment
Please complete the details of the payee account below.
Account Number: 1602111222
Your Statement Text: Pay Mom
Payee's Statement Text: Mom's Home fees
Optional Narrative: Optional Narrative text
Amount: USD 250.00
Confirmation of payment to be sent to:
Confirmation Type: --- Please Select ---
Address/number: myname@email.com
Make Payment
Page 1 of 3.
Click here for help with this function
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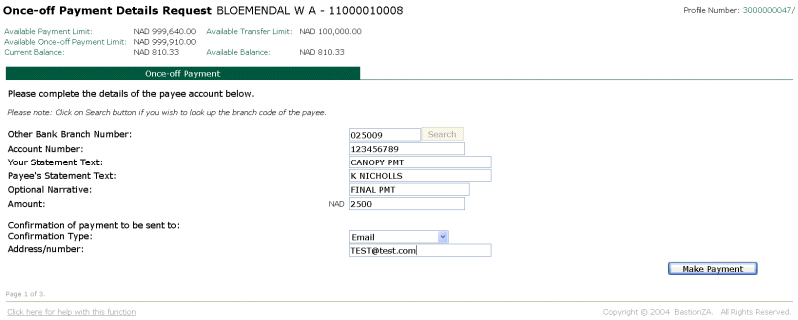
Fields to complete:

Account Number	This has to be a valid account number at the bank.
Your Statement Text	The text that will display on your statement.
Payees Statement Text	The text that will display on the payee's statement.
Optional Narrative	Enter any narrative detail. This field is optional.
Amount	Enter the payment amount.
Confirmation Type	If you wish to send a confirmation of this payment to the payee, then you need to select a confirmation type from the drop-down list. Currently only email is available.
Confirmation Address/number	If you have selected a confirmation type, then you need to complete this field. Enter the email address you wish to send the confirmation to. This needs to be a valid email address. (Example: someone@somewhere.com)

Click on the “Make Payment” button to process the payment.

- **Account at another bank**


Once-off Payment Details Request BLOEMENDAL W A - 11000010008
Profile Number: 3000000047/
Available Payment Limit: NAD 999,640.00
Available Transfer Limit: NAD 100,000.00
Available Once-off Payment Limit: NAD 999,910.00
Current Balance: NAD 810.33
Available Balance: NAD 810.33
Once-off Payment
Please complete the details of the payee account below.
Please note: Click on Search button if you wish to look up the branch code of the payee.
Other Bank Branch Number: 025009 Search
Account Number: 123456789
Your Statement Text: CANOPY PMT
Payee's Statement Text: K NICHOLLS
Optional Narrative: FINAL PMT
Amount: NAD 2500
Confirmation of payment to be sent to:
Confirmation Type: Email
Address/number: TEST@test.com
Make Payment
Page 1 of 3.
Click here for help with this function
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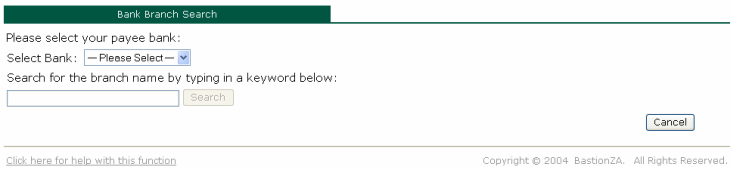
Fields to complete:

Other Bank Branch Number	Enter a valid branch number. If you do not know the branch number, click on the “Search” button to find the correct branch number based on the bank name and branch name.
Account Number	This has to be a valid account number.
Your Statement Text	The text that will display on your statement.
Payees Statement Text	The text that will display on the payee’s statement.
Optional Narrative	Enter any narrative detail. This field is optional.
Amount	Enter the payment amount.
Confirmation Type	If you wish to send a confirmation of this payment to the payee, then you need to select a confirmation type from the drop-down list. Currently only email is available.
Confirmation Address/number	If you have selected a confirmation type, then you need to complete this field. Enter the email address you wish to send the confirmation to. This needs to be a valid email address. (Example: someone@somewhere.com)

If you click on the “Search” button, it will take you to the following screen:


Bank Branch Search
Please select your payee bank:
Select Bank: —Please Select—
Search for the branch name by typing in a keyword below:
Search
Cancel
Click here for help with this function
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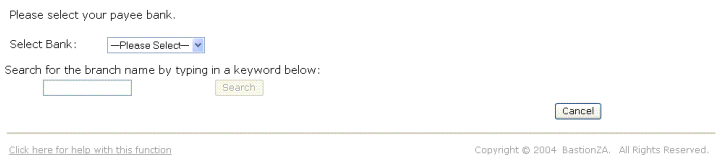
Select a bank name from the drop-down list and then enter the branch name or any other keyword that will identify the branch in the next field. Then click on the “Search” button. Or if you wish to get back to the payee details screen, click on the “Cancel” button.


Please select your payee bank.
Select Bank: —Please Select—
Search for the branch name by typing in a keyword below:
Search
Cancel
Click here for help with this function
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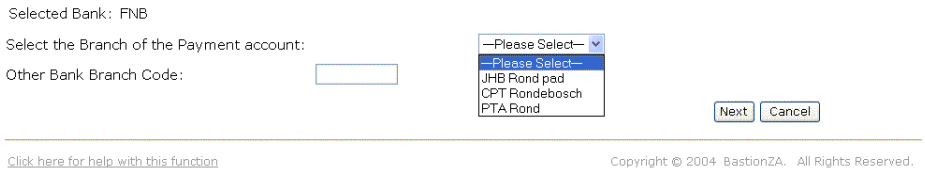
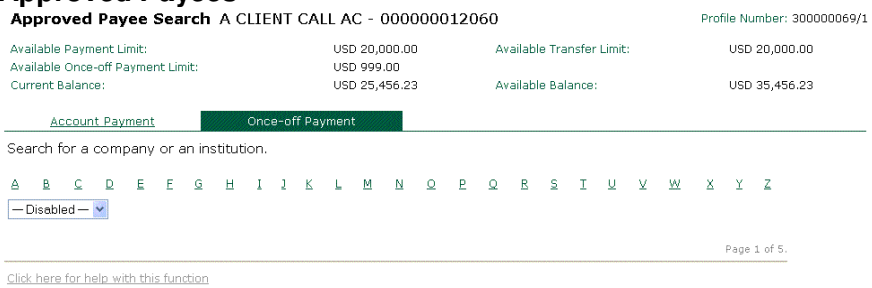
The next screen will show the results of the search. You can select the appropriate

branch from the drop-down list. This will populate the "Other Bank Branch Code" field with the correct code. Click on the "Next" button to get back to the payee details screen, or click on the "Cancel" button to perform another search.

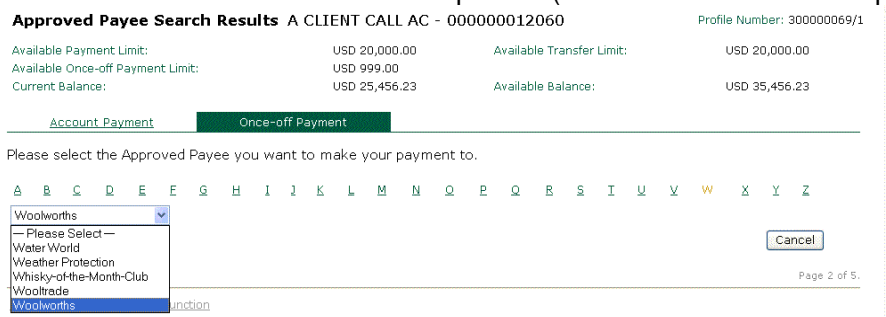


Once back at the payee detail screen, click on the "Make Payment" button to process the payment.

- **Approved Payees**


Approved Payee Search A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Account Payment
Once-off Payment
Search for a company or an institution.
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
—Disabled—
Page 1 of 5.
Click here for help with this function

Select the one of the letters of the alphabet (take the first letter of the payee name).


Approved Payee Search Results A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Account Payment
Once-off Payment
Please select the Approved Payee you want to make your payment to.
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Woolworths
— Please Select —
Water World
Weather Protection
Whisky-of-the-Month-Club
Wooltrade
Woolworths
Cancel
Page 2 of 5.

Then select a payee from the drop-down list. Once you have selected a payee, the payee details will get defaulted.

You will only be required to complete the following fields:

Your Statement Text	The text that will display on your statement.
Payees Statement Text	The text that will display on the payee's statement.
Optional Narrative	Enter any narrative detail. This field is optional.
Amount	Enter the payment amount.
Confirmation Type	If you wish to send a confirmation of this payment to the payee, then you need to select a confirmation type from the drop-down list. Currently only email is available.
Confirmation Address/number	If you have selected a confirmation type, then you need to complete this field. Enter the email address you wish to send the confirmation to. This needs to be a valid email address. (Example:

	someone@somewhere.com)

Approved Payee Payment Details A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Account Payment
Once-off Payment
Make a once-off payment to an approved Payee
Approved Payee: WoolWCD011
Approved Payee Description: Woolworths Foods Limited
Bank Branch Number: 39494
Account Number: 94939494
Your Statement Text: WoolWCD011
Payee's Statement Text: Equipment paid
Optional Narrative: Optional Narrative text
Amount: R 819.00
Make Payment
Page 3 of 5.
Click here for help with this function

Once you have entered all of the required details, click on the “Make Payment” button to process the once-off payment.

8.5.2 *Step 2: Confirm pending once-off payment*

At this point you have the option to confirm the payment by clicking on the “Confirm Payment” button, or to cancel the payment by clicking on the “Cancel” button.

Confirm Once-off Payment A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Once-off Payment
You have requested that the following payment be made TO:
Approved Payee WoolWCD011
Approved Payee Description Woolworths Foods Limited
Bank Branch Number 39494
Account Number 94939494
Your Statement Text WoolWCD011
Payee's Statement Text Equipment paid
Optional Narrative Optional Narrative text
Amount Paid 819.00
To be effected on 22 Jan 2000
Please note: when making payments to a beneficiary account that is not at our bank, please allow up to 3 business days for the transfer to be completed.
Confirm Payment
Cancel
Page 2 of 3.
Click here for help with this function
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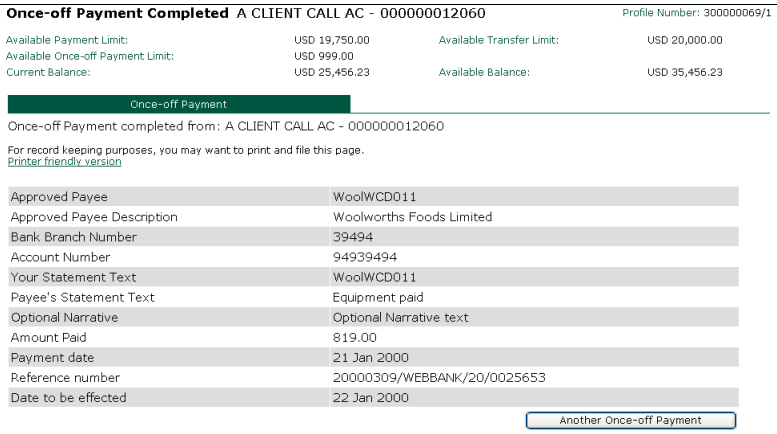
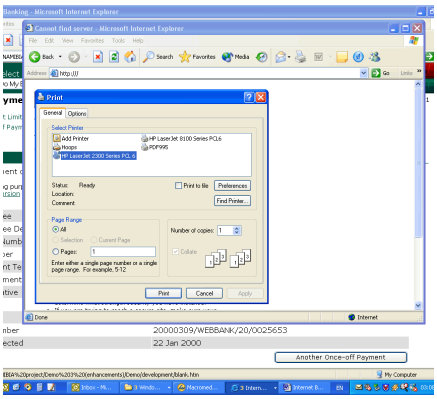
8.5.3 *Step 3: Complete pending once-off payment*

If you selected to confirm the payment, the next screen will confirm that the payment has been processed. The transaction will now move to the Pending Transactions list and will need to be authorised. You can do another account payment by clicking on the “Another Payment” button.


Once-off Payment Completed A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 19,750.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Once-off Payment
Once-off Payment completed from: A CLIENT CALL AC - 000000012060
For record keeping purposes, you may want to print and file this page.
Printer friendly version
Approved Payee WoolWCD011
Approved Payee Description Woolworths Foods Limited
Bank Branch Number 39494
Account Number 94939494
Your Statement Text WoolWCD011
Payee's Statement Text Equipment paid
Optional Narrative Optional Narrative text
Amount Paid 819.00
Payment date 21 Jan 2000
Reference number 20000309/WEBBANK/20/0025653
Date to be effected 22 Jan 2000
Another Once-off Payment

If you wish to print out this confirmation, click on the “Printer friendly version” link. This will open up another window with a printable version of the payment confirmation. You can then select to print the confirmation.



After a pending once-off payment is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a once-off payment that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

See section 6 Pending Transactions for information on authorising and deleting pending transactions.

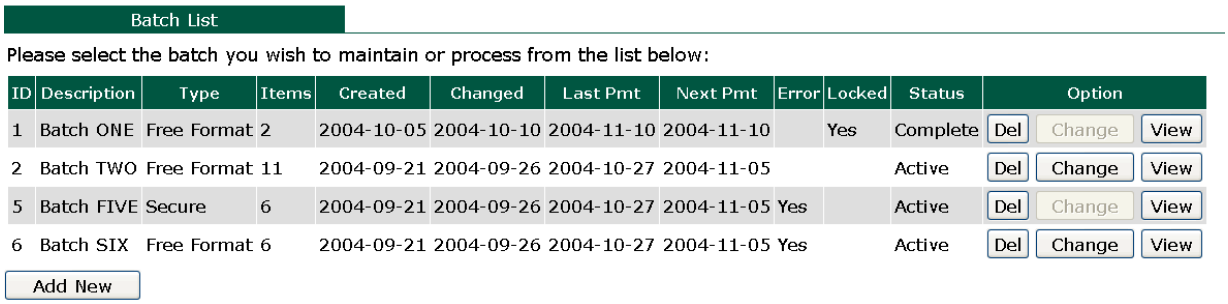
8.6 Bulk Payments

How to get there: Select a function > Do My Banking
Select an account > Select the account which you’d like to work with
Select an activity > Bulk Payments

This activity allows you load Bulk Payments or change, delete and view existing bulk payments.

IMPORTANT NOTE: Only users with input rights can create Bulk Payment batches. Once the batch has been completed it will move to the Pending Transactions list. The batch will then need to be authorised by 1 or more authorisers (depending on their authorising rights). If a user has both input and authorising rights, then the batch will automatically be authorised and will not move to the Pending Transactions list.

The first screen will show you a list of existing batches for the currently selected account. If there are no existing batches, this list will be empty.


Batch List
Please select the batch you wish to maintain or process from the list below:
ID Description Type Items Created Changed Last Pmt Next Pmt Error Locked Status Option
1 Batch ONE Free Format 2 2004-10-05 2004-10-10 2004-11-10 2004-11-10 Yes Complete Del Change View
2 Batch TWO Free Format 11 2004-09-21 2004-09-26 2004-10-27 2004-11-05 Active Del Change View
5 Batch FIVE Secure 6 2004-09-21 2004-09-26 2004-10-27 2004-11-05 Yes Active Del Change View
6 Batch SIX Free Format 6 2004-09-21 2004-09-26 2004-10-27 2004-11-05 Yes Active Del Change View
Add New

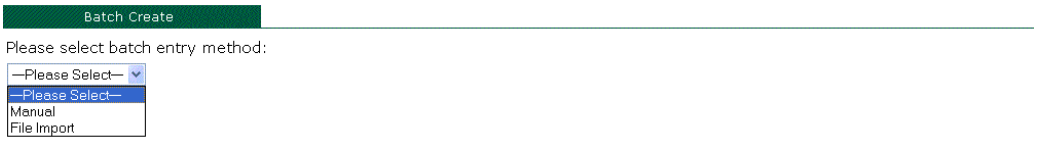
The following information is displayed for each batch:

ID	The unique numeric identifier for the batch
Description	The batch description.
Type	Free Format or Secure. A free format batch is a batch that was created manually or loaded from a CSV file, while a secure batch is a NedInform ASCII or ACB file import.
Items	The number of items in the batch.
Created	The date on which the batch was created.
Changed	The date on which the batch was last changed.
Last Pmt	The date on which the batch payments were last processed.
Next Pmt	The date on which the next batch payments will be processed.
Error	States whether there are any errors related to the batch.
Locked	Specifies whether the batch is currently being changed by another user and is therefore locked by that user.
Status	Specifies the current status of the batch. -- Active: The batch has not yet completed its run. -- Completed: The bath has been successfully completed and will therefore not be processed again.
Option	There are 3 options: -- Del: Delete an existing batch -- Change: Change an existing batch -- View: View an existing batch.

8.6.1 *Adding a new batch*

NB: Only users with Input rights will have access to this function.

Click on the "Add New" button on the "Batch List" screen. This will take you to a screen where you have to select your batch entry method:

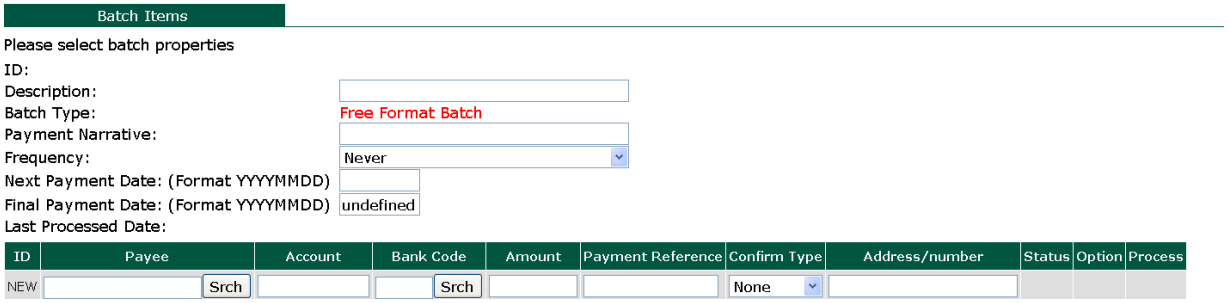


You have the following two options:

- Manual: You create a batch record from scratch.
- File Import: You load a batch record from a file.

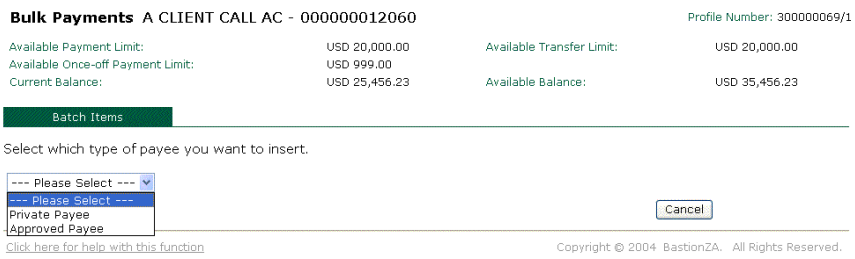
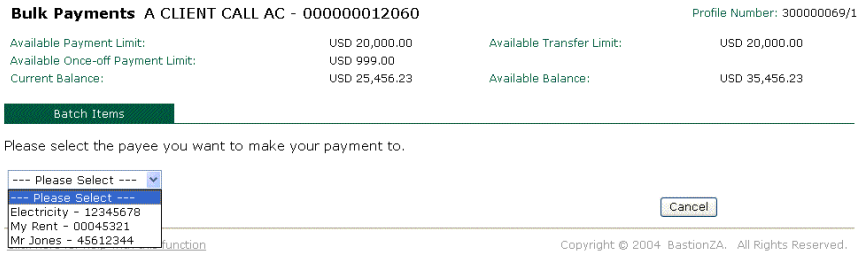
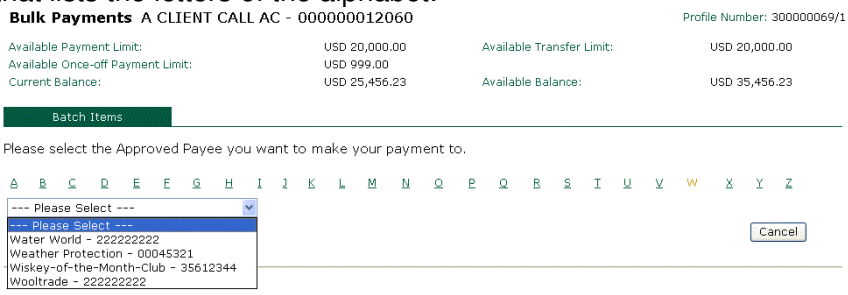
8.6.1.1 Manual

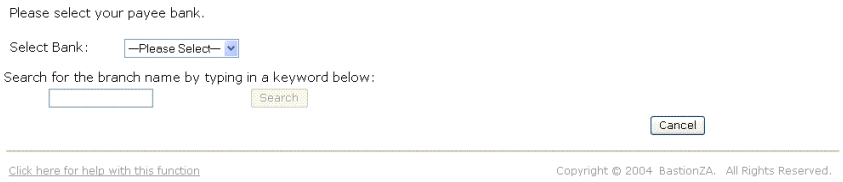
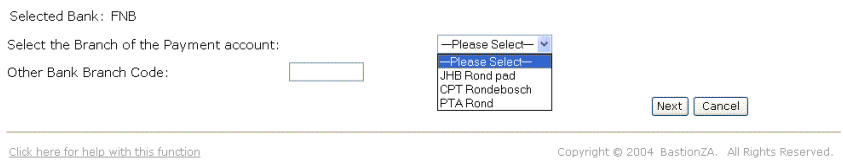
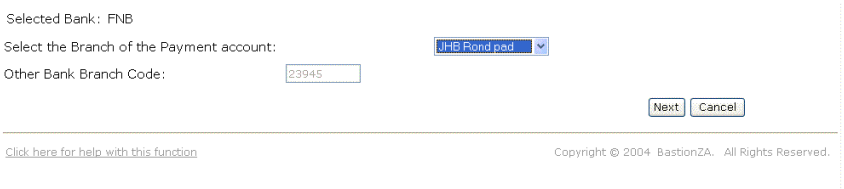
If you select the "Manual" option your will be taken to the "Batch Items" screen where you will have to create a new batch:

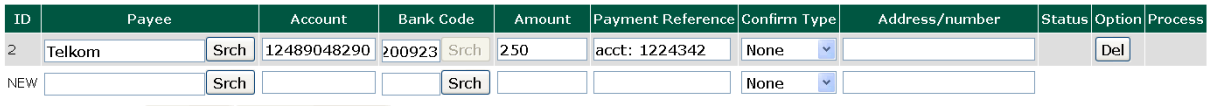

Batch Items
Please select batch properties
ID:
Description:
Batch Type: Free Format Batch
Payment Narrative:
Frequency: Never
Next Payment Date: (Format YYYYMMDD)
Final Payment Date: (Format YYYYMMDD) undefined
Last Processed Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Address/number Status Option Process
NEW Srch Srch None

The following fields need to be completed:

Description	Enter a general description to identify the batch. The batch description **must be completed** and will be checked before saving.
Payment Narrative	Enter a narrative that will display on your statement. The payment narrative **must be completed** and will be checked before saving.
Batch Type	No input required. This will always be set to "Free Format Batch". Free format batches can be changed at any time after its initial creation. There is no built in security checking.
Frequency	Select a frequency from one of the following options: --Never: Use this option to disable the batch and therefore it will not be processed. --Once only: The batch will only be processed once. --Monthly: The batch will be processed once a month. --Annually: The batch will be processed once a year.

Next Payment Date	Enter the date on which the payments must be processed (for 1st time).
Final Payment Date	Use when Monthly or Annually have been selected as the Frequency. Enter the date on which the last payments must be processed.
Payee	You can either enter a general name for the payee, or you can do a search for a beneficiary that has already been linked to your profile or an approved payee. Click on the "Srch" button next to the "Payee" field.  If you select to add a "Private payee", you will be able to select the payee from a drop-down list that lists all of your current beneficiaries:  Once you have selected the beneficiary you would like to use, the Payee, Account and Bank Code fields will be completed by default with the beneficiary's information. If you select to add a "Approved Payee" you will be taken to a screen that lists the letters of the alphabet:  Select the letter that the name of the payee that you would like to use starts with and then select the payee from the drop-down list provided: Once you have selected the beneficiary you would like to use, the Payee, Account and Bank Code fields will be completed by default with the approved payee's information.

Account	Enter the account number to pay to. This can either be an account at the bank or an account at another bank.
Bank Code	If you are paying to a account at another bank, you need to enter the branch code. If you do not know the branch code you can do a search Click on the "Srch" button next to the "Bank Code" field.  Firstly you need to select the Bank, then you need to enter the name or part of the name of the branch that you are looking for. Click on the "Search" button to begin the search. Select a branch from the result list:  Click on the "Next" button to use the branch code:  The "Bank Code" field will now be defaulted with the selected branch code.
Amount	Enter the amount of the payment. The **amount values can not be left empty or be set to 0**. A valid payment amount must be entered for all batch items.
Payment Reference	Enter the reference that the payee will see on their statement. The payment reference **must be completed** and will be checked before saving.
Confirm Type	This is an optional field. You have two options: --None: No confirmation will be sent. --Email: An email will be sent as confirmation of the payment.
Address /Number	This is an optional field, but must be completed if the "Confirm Type" is set to "Email". Enter the email address that the confirmation needs to be sent to.



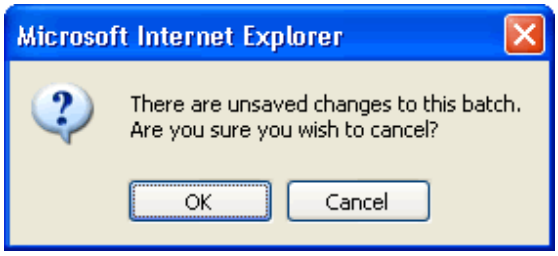
The following buttons are available at the bottom of the Batch Items screen:

- **Save Batch**: Use this button to save any changes/additions that you have made. You can use this button as many times as you wish before exiting the batch. (Multiple saves are possible)

  If this button is greyed out, it means that there are no new changes that still need to be saved. If the button is "live", then it means that you have made changes to the batch that still require to be saved.

- **Back to Batch List**: Use this button when you are finished with the batch and have saved all your changes. It will take you back to the Batch List screen.

  If you click on this button while there are still unsaved changes, you will get the following message:



  You can either click on "OK" to continue without saving or you can click on "Cancel" to go back to the batch and save the unsaved changes before exiting the batch.

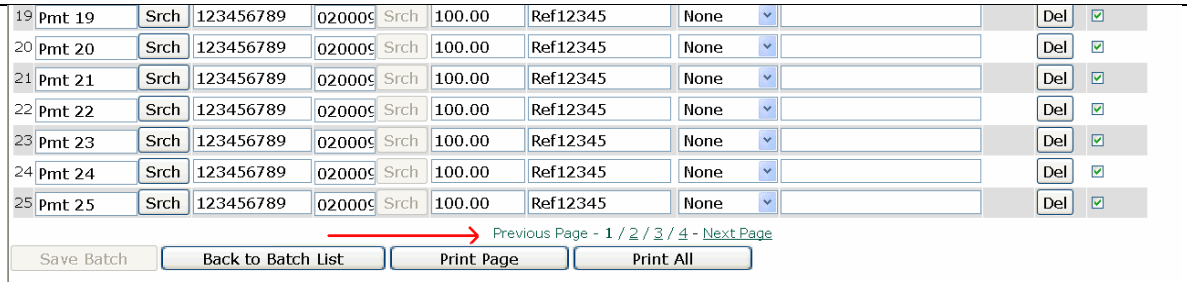
- **Print Page**: This button will print out the current batch page.

- **Print All**: This button will print out the entire batch (across all batch pages).

Keep Alive feature: Your session will update with every new item that is added to your batch. Therefore your session will not lock you out after a few minutes as per the normal security feature. As long as you actively keep adding items to your batch, you can continue to work without any time limit.

A **paging feature** will be utilised for batches with more than 25 items. This speeds up response time significantly when loading/changing big batches.

- You will only see 25 **batch items on a "batch page"**
- If you have **100 items for example, you will have 4 pages**. You can move between the pages by using the paging toggles at the bottom of the screen:

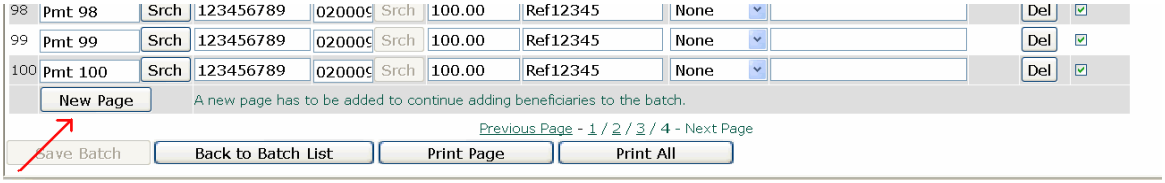

19 Pmt 19 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
20 Pmt 20 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
21 Pmt 21 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
22 Pmt 22 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
23 Pmt 23 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
24 Pmt 24 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
25 Pmt 25 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
Previous Page - 1 / 2 / 3 / 4 - Next Page
Save Batch
Back to Batch List
Print Page
Print All

Paging Toggles:

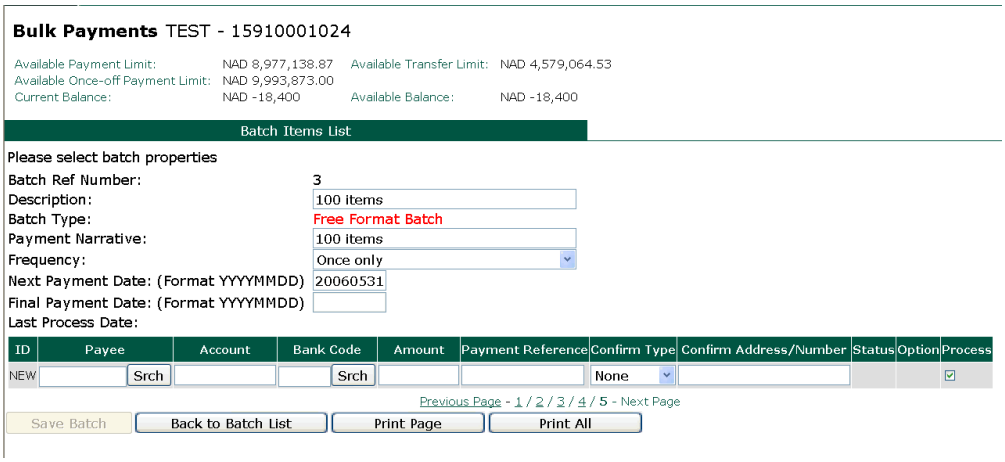
1, 2, 3, 4, ect - use these to go to a specific page
Previous Page - use to go one page back
Next Page - use to go one page forward

(If you have less 25 or less items, then the paging toggle will not be visible.)

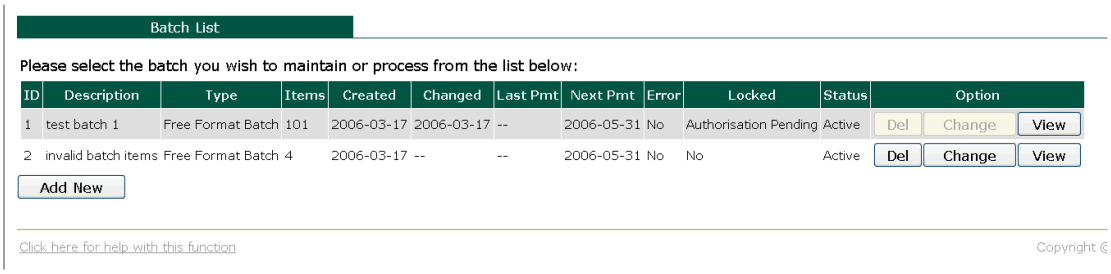
- You can add still add **up to 999 items** in one batch.
- When you reach item nr 25 (if you're on your first page) on the page, a **"New Page" button** will appear. Click on this button to move onto a new page:


98 Pmt 98 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
99 Pmt 99 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
100 Pmt 100 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
New Page
A new page has to be added to continue adding beneficiaries to the batch.
Previous Page - 1 / 2 / 3 / 4 - Next Page
Save Batch
Back to Batch List
Print Page
Print All

- After clicking on the New Page button you will be able to continue capturing on the next batch page:

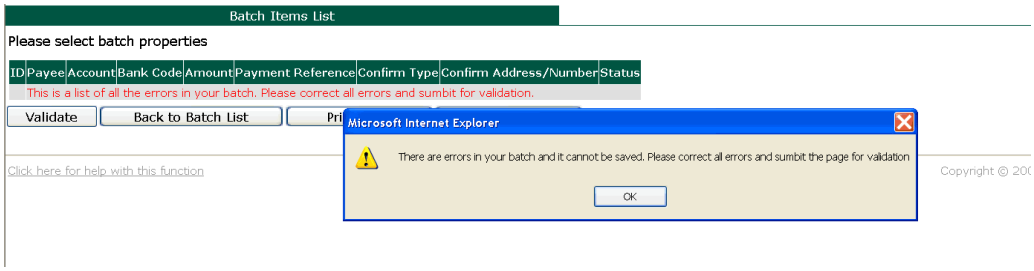

Bulk Payments TEST - 15910001024
Available Payment Limit: NAD 8,977,138.87 Available Transfer Limit: NAD 4,579,064.53
Available Once-off Payment Limit: NAD 9,993,873.00
Current Balance: NAD -18,400 Available Balance: NAD -18,400
Batch Items List
Please select batch properties
Batch Ref Number: 3
Description: 100 items
Batch Type: Free Format Batch
Payment Narrative: 100 items
Frequency: Once only
Next Payment Date: (Format YYYYMMDD) 20060531
Final Payment Date: (Format YYYYMMDD)
Last Process Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
NEW Srch Srch None
Previous Page - 1 / 2 / 3 / 4 / 5 - Next Page
Save Batch
Back to Batch List
Print Page
Print All

If an Inputter makes a change to an existing batch, the Locked column will have a **"Authorisation Pending"** value and the "DEL" and "Change" buttons will be greyed out:

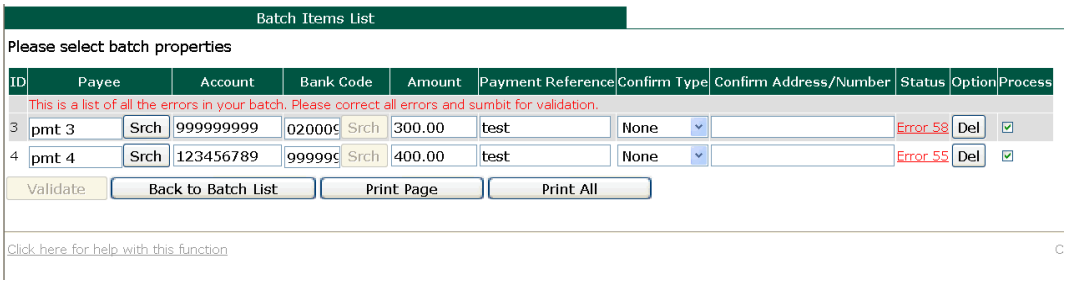

Batch List
Please select the batch you wish to maintain or process from the list below:
ID Description Type Items Created Changed Last Pmt Next Pmt Error Locked Status Option
1 test batch 1 Free Format Batch 101 2006-03-17 2006-03-17 -- 2006-05-31 No Authorisation Pending Active Del Change View
2 invalid batch items Free Format Batch 4 2006-03-17 -- -- 2006-05-31 No No Active Del Change View
Add New
Click here for help with this function
Copyright

This will change back as soon as the batch changes have been authorised. This will eliminate the chance of someone making further changes before the pending changes are live and therefore cancelling out the first set of changes.

Batch item error handling: If you have items in your batch that have invalid account or branch details, when you click on "Save Batch" you will get the following message:


Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
Validate
Back to Batch List
Microsoft Internet Explorer
There are errors in your batch and it cannot be saved. Please correct all errors and sumbit the page for validation
OK
Click here for help with this function

Click on OK to see which batch items had errors:


Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
3 pmt 3 Srch 999999999 020009 Srch 300.00 test None Error 58 Del
4 pmt 4 Srch 123456789 999999 Srch 400.00 test None Error 55 Del
Validate
Back to Batch List
Print Page
Print All
Click here for help with this function

If you click on the error codes to the right of the error items, you will see where exactly the problem lies.

Now correct the invalid items or delete them and click on "Validate" to go back to the original batch.

Now you can click on "Save Batch" again. (The same process will happen again if there are still error items in the batch.)

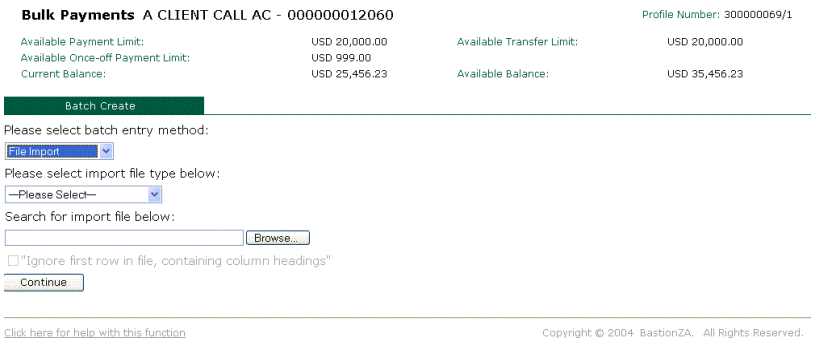
If you only have input rights, the batch will now move to the Pending Transactions list and will have to be authorised by another user with authorising right. If you have both input and autorising rights, then the batch will automatically be added to the batch list for the currently selected account.

After a pending batch is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a batch that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

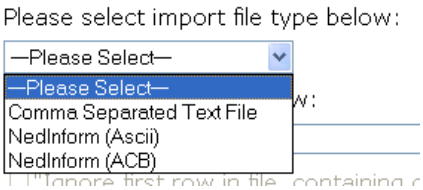
See section 6 Pending Transactions for information on authorising and deleting pending transactions.

8.6.1.2 File Import

If you select the "File Import" option, the following screen will open up:



First you will have to select the import file type.



You can choose one of the following three import file types:

- **Comma Separated Text File [FREE FORMAT BATCH]** – Once loaded this batch will be a Free Format batch which can be changed upon import and at any time after its initial creation. No security verification is done upon import.

- **NedInform (Ascii) [SECURE BATCH]** – Once loaded the file's hash total will be verified according to the NedInform ASCII standards.

  IMPORTANT NOTE: If this option is not visible, your internet banking profile has not been loaded with a valid seed number. (32 digit security number)

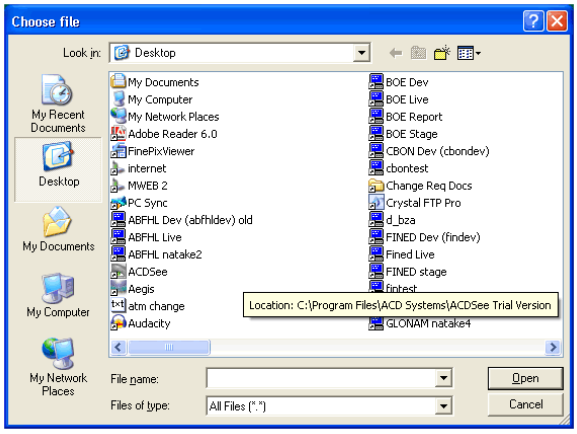
If the hash total is not valid, the file will not be loaded. If the hash total passes the verification, then the batch will be loaded as a Secure batch. A secure batch can not be changed upon import and will also not be editable after its initial creation. In this way you can be assured that the file was not tampered with before import and can also not be tampered with after import.

Clients need to have a valid seed number loaded onto their Internet banking profiles before they can import NedInform ASCII batches. The seed number can not be 32 zeros, it has to be a valid 32 character digit.

- **NedInform (ACB) [SECURE BATCH]** – Once loaded the file's hash total will be verified according to the NedInform ACB standards.

  If the hash total is not valid, the file will not be loaded. If the hash total passes the verification, then the batch will be loaded as a Secure batch. A secure batch can not be changed upon import and will also not be editable after its initial creation. In this way you can be assured that the file was not tampered with before import and can also not be tampered with after import.

After selecting the file type you need to enter the location and name of the file you would like to import. Click on the "Browse" button to search for the file if you do not know the full path for the file. This will open up the standard Windows "Choose file" window:



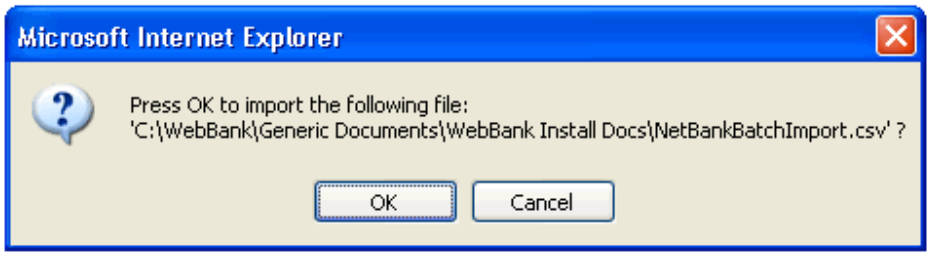
Find your file and click on the "Open" button to select the file.

If you have selected the Comma Seperated Text file import type and the first row of the import file contains headings, then make sure the following box is checked:

☑ "Ignore first row in file, containing column headings"

IMPORTANT NOTE: If you have selected either one of the two NedInform formats, then this option will be greyed out.

Lastly, click on the "Continue" button to load the file. You will be prompted to confirm that you would like to continue to load the file:



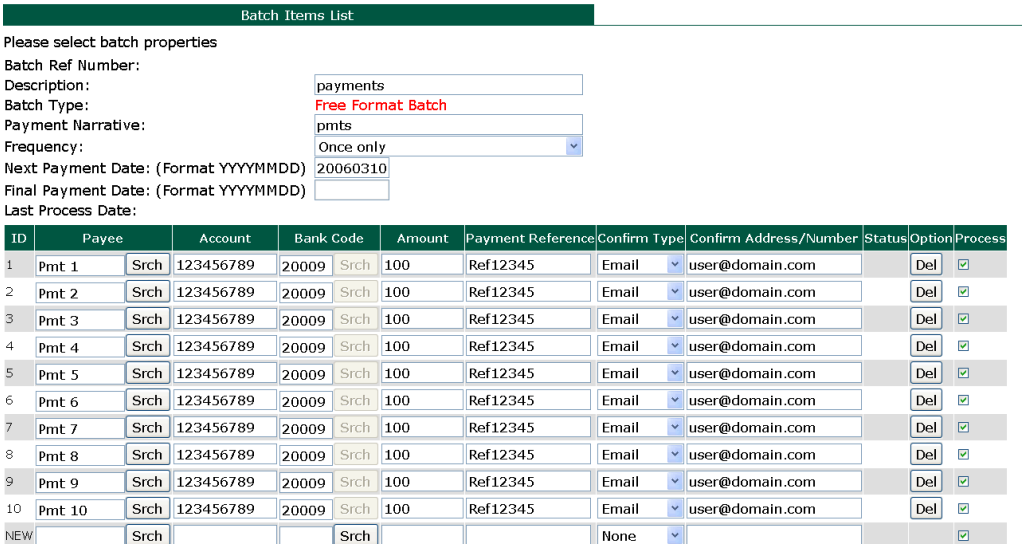
After clicking on the "OK" button, the file will be loaded and the next screen will display the batch items as per the file.

8.6.1.2.1 Comma Seperated Text file import

If you are loading a Comma Seperated file, please ensure that the file has the following format:

Payee Name, Payee Account Number, Branch Code, Amount, Payment Reference, Confirmation Type (E=Email) -- optional, Email Address – optional

Comma Seperated batches are editable. This means that the batch items can be changed during import and any time after its initial creation.


Batch Items List
Please select batch properties
Batch Ref Number:
Description: payments
Batch Type: Free Format Batch
Payment Narrative: pmts
Frequency: Once only
Next Payment Date: (Format YYYYMMDD) 20060310
Final Payment Date: (Format YYYYMMDD)
Last Process Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
1 Pmt 1 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
2 Pmt 2 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
3 Pmt 3 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
4 Pmt 4 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
5 Pmt 5 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
6 Pmt 6 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
7 Pmt 7 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
8 Pmt 8 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
9 Pmt 9 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
10 Pmt 10 Srch 123456789 20009 Srch 100 Ref12345 Email user@domain.com Del
NEW Srch Srch None

Please note that the Payee, Account, Bank Code, Amount and Payment Reference fields are compulsory, while the Confirm Type and Confirm Address/Number fields are optional.

To save the batch, you will first need to complete the following fields:

Description	Enter a general description to identify the batch. The batch description **must be completed** and will be checked before saving.
Payment Narrative	Enter a narrative that will display on your statement. The payment narrative **must be completed** and will be checked before saving.
Batch Type	No input required. This will always be set to "Free Format Batch". Free format batches can be changed at any time after its initial creation. There is no built in security checking.

Frequency	Select a frequency from one of the following options: --Never: Use this option to disable the batch and therefore it will not be processed. --Once only: The batch will only be processed once. --Monthly: The batch will be processed once a month. --Annually: The batch will be processed once a year.
Next Payment Date	Enter the date on which the payments must be processed (for 1st time).
Final Payment Date	Use when Monthly or Annually have been selected as the Frequency. Enter the date on which the last payments must be processed.

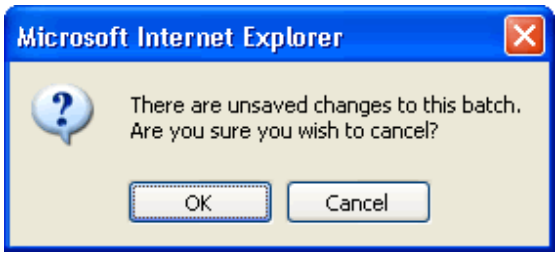
The following buttons are available at the bottom of the Batch Items screen:

- **Save Batch**: Use this button to save any changes/additions that you have made. You can use this button as many times as you wish before exiting the batch. (Multiple saves are possible)

  If this button is greyed out, it means that there are no new changes that still need to be saved. If the button is "live", then it means that you have made changes to the batch that still require to be saved.

- **Back to Batch List**: Use this button when you are finished with the batch and have saved all your changes. It will take you back to the Batch List screen.

  If you click on this button while there are still unsaved changes, you will get the following message:



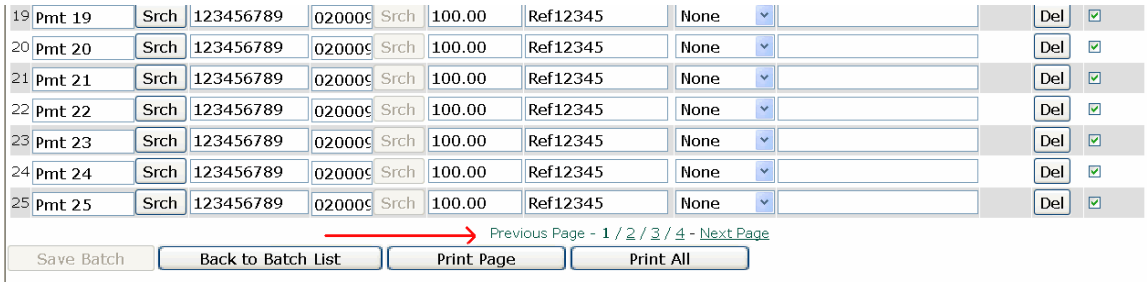
  You can either click on "OK" to continue without saving or you can click on "Cancel" to go back to the batch and save the unsaved changes before exiting the batch.

- **Print Page**: This button will print out the current batch page.

- **Print All**: This button will print out the entire batch (across all batch pages).

A **paging feature** will be utilised for batches with more than 25 items. This speeds up response time significantly when loading/changing big batches.

- You will only see 25 **batch items on a "batch page"**
- If you have **100 items for example, you will have 4 pages**. You can move between the pages by using the paging toggles at the bottom of the screen:


19 Pmt 19 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
20 Pmt 20 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
21 Pmt 21 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
22 Pmt 22 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
23 Pmt 23 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
24 Pmt 24 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
25 Pmt 25 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
Previous Page - 1 / 2 / 3 / 4 - Next Page
Save Batch
Back to Batch List
Print Page
Print All

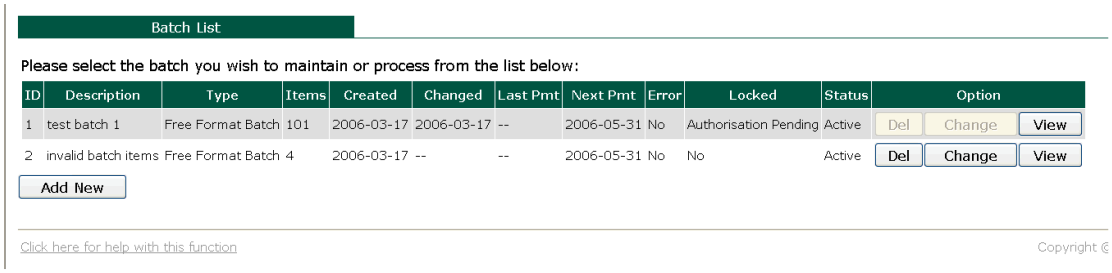
Paging Toggles:

1, 2, 3, 4, ect - use these to go to a specific page
Previous Page - use to go one page back
Next Page - use to go one page forward

(If you have less 25 or less items, then the paging toggle will not be visible.)

- You can add still add **up to 999 items** in one batch.

If an Inputter makes a change to an existing batch, the Locked column will have a **"Authorisation Pending"** value and the "DEL" and "Change" buttons will be greyed out:


Batch List
Please select the batch you wish to maintain or process from the list below:
ID Description Type Items Created Changed Last Pmt Next Pmt Error Locked Status Option
1 test batch 1 Free Format Batch 101 2006-03-17 2006-03-17 -- 2006-05-31 No Authorisation Pending Active Del Change View
2 invalid batch items Free Format Batch 4 2006-03-17 -- -- 2006-05-31 No No Active Del Change View
Add New
Click here for help with this function
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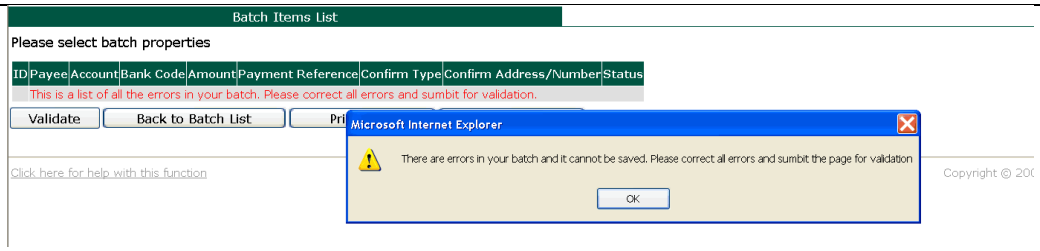
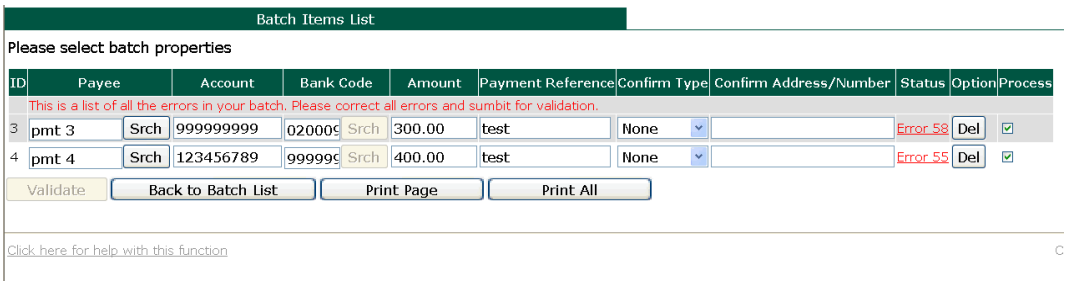
This will change back as soon as the batch changes have been authorised. This will eliminate the chance of someone making further changes before the pending changes are live and therefore cancelling out the first set of changes.

Batch item error handling: If you have items in your batch that have invalid account or branch details, when you click on "Save Batch" you will get the following message:


Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
Validate
Back to Batch List
Microsoft Internet Explorer
There are errors in your batch and it cannot be saved. Please correct all errors and sumbit the page for validation
OK
Click here for help with this function

Click on OK to see which batch items had errors:


Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
3 pmt 3 Srch 999999999 Srch 300.00 test None Error 58 Del
4 pmt 4 Srch 123456789 Srch 400.00 test None Error 55 Del
Validate
Back to Batch List
Print Page
Print All
Click here for help with this function

If you click on the error codes to the right of the error items, you will see where exactly the problem lies.

Now correct the invalid items or delete them and click on “Validate” to go back to the original batch.

Now you can click on “Save Batch” again. (The same process will happen again if there are still error items in the batch.)

If you only have input rights, the batch will now move to the Pending Transactions list and will have to be authorised by another user with authorising right. If you have both input and autorising rights, then the batch will automatically be added to the batch list for the currently selected account.

After a pending batch is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a batch that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

8.6.1.2.2 NedInform ASCII and ACB imports

Required file format

- NedInform ASCII – as per NedInform ASCII specifications
- NedInform ACB – as per NedInform ACB specifications

To use the NedInform ASCII import option, ensure that the following items are in place:

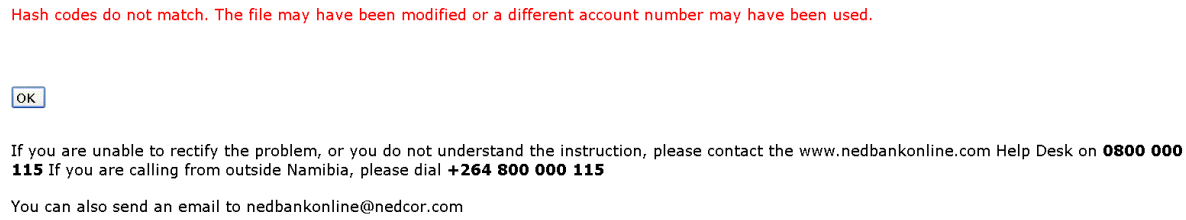
- You internet profile has been loaded with a 32 digit seed number. The seed number can not be 32 zero’s, it must be a valid number.
- The debit line number that you are using is equal to the last 10 digits of your debit account number.

To use the NedInform ACB import option:

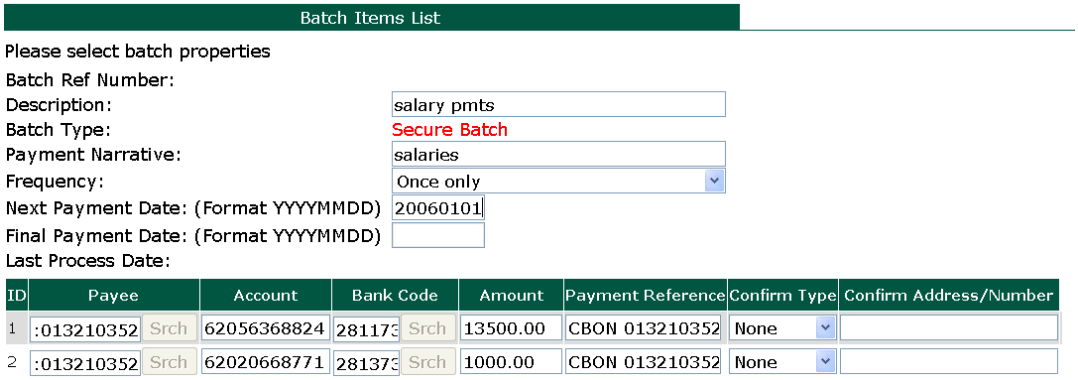
- You do not need a seed number
- The debit line number that you are using must be equal to the last 10 digits of your debit account number.

Both NedInform batch upload options are SECURE. This means that they can't be tampered with or changed at any time. Before the batch is imported the hash total in the file is verified according to the appropriate standards. If the hash total check fails, the file will not be imported. The batch can only be processed once and can not be changed after its initial creation.

If the hash total in the file is not correct, or the currently selected account doesn't match up to the debit line number in the file, you will get the following error message:


Hash codes do not match. The file may have been modified or a different account number may have been used.
OK
If you are unable to rectify the problem, or you do not understand the instruction, please contact the www.nedbankonline.com Help Desk on 0800 000 115 If you are calling from outside Namibia, please dial +264 800 000 115
You can also send an email to nedbankonline@nedcor.com

The file will only be loaded if the currently selected account matches the debit line number in the file and the hash total passes the hash total verification check.


Batch Items List
Please select batch properties
Batch Ref Number:
Description: salary pmts
Batch Type: Secure Batch
Payment Narrative: salaries
Frequency: Once only
Next Payment Date: (Format YYYYMMDD) 20060101
Final Payment Date: (Format YYYYMMDD)
Last Process Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number
1 :013210352 Srch 62056368824 281173 Srch 13500.00 CBON 013210352 None
2 :013210352 Srch 62020668771 281373 Srch 1000.00 CBON 013210352 None

The Payee, Account, Bank Code, Amount and Payment Reference fields will be locked. Only the Confirm Type and Confirm Address/Number fields are editable.

To save the batch, you will first need to complete the following fields:

Description	Enter a general description to identify the batch. The batch description **must be completed** and will be checked before saving.
Payment Narrative	Enter a narrative that will display on your statement. The payment narrative **must be completed** and will be checked before saving.
Batch Type	No input required. This will always be set to "Free Format Batch". Free format batches can be changed at any time after its initial creation. There is no built in security checking.

Frequency	Select a frequency from one of the following options: --Never: Use this option to disable the batch and therefore it will not be processed. --Once only: The batch will only be processed once. --Monthly: The batch will be processed once a month. --Annually: The batch will be processed once a year.
Next Payment Date	Enter the date on which the payments must be processed (for 1st time).
Final Payment Date	Use when Monthly or Annually have been selected as the Frequency. Enter the date on which the last payments must be processed.

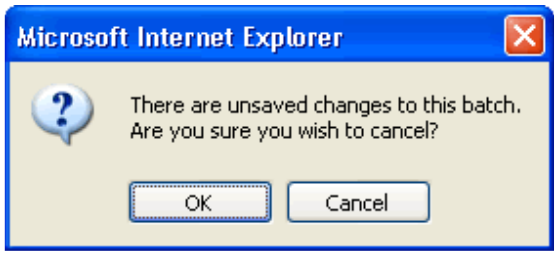
The following buttons are available at the bottom of the Batch Items screen:

- **Save Batch**: Use this button to save any changes/additions that you have made. You can use this button as many times as you wish before exiting the batch. (Multiple saves are possible)

  If this button is greyed out, it means that there are no new changes that still need to be saved. If the button is "live", then it means that you have made changes to the batch that still require to be saved.

- **Back to Batch List**: Use this button when you are finished with the batch and have saved all your changes. It will take you back to the Batch List screen.

  If you click on this button while there are still unsaved changes, you will get the following message:



  You can either click on "OK" to continue without saving or you can click on "Cancel" to go back to the batch and save the unsaved changes before exiting the batch.

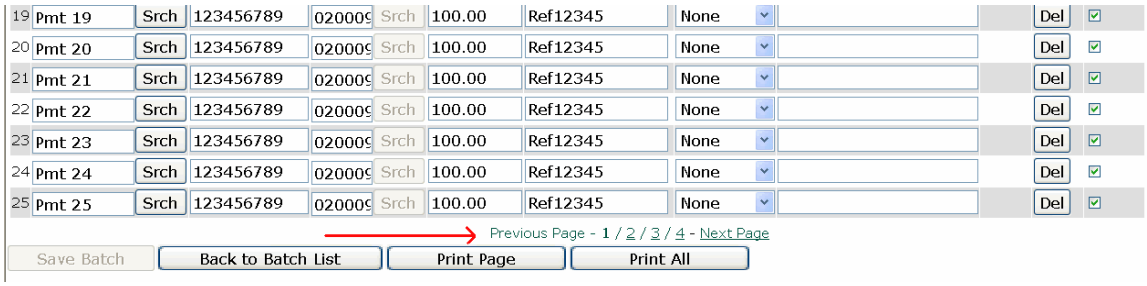
- **Print Page**: This button will print out the current batch page.

- **Print All**: This button will print out the entire batch (across all batch pages).

- A **paging feature** will be utilised for batches with more than 25 items. This speeds up response time significantly when loading/changing big batches.

- You will only see 25 **batch items on a "batch page"**

- If you have **100 items for example, you will have 4 pages**. You can move between the pages by using the paging toggles at the bottom of the screen:


19 Pmt 19 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
20 Pmt 20 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
21 Pmt 21 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
22 Pmt 22 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
23 Pmt 23 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
24 Pmt 24 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
25 Pmt 25 Srch 123456789 020009 Srch 100.00 Ref12345 None Del
Previous Page - 1 / 2 / 3 / 4 - Next Page
Save Batch
Back to Batch List
Print Page
Print All

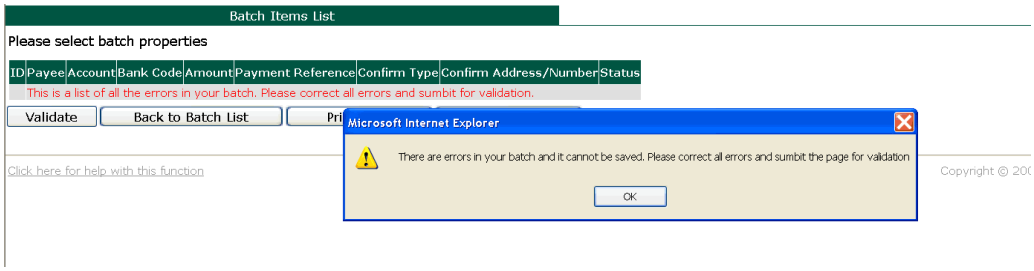
Paging Toggles:

1, 2, 3, 4, ect - use these to go to a specific page
Previous Page - use to go one page back
Next Page - use to go one page forward

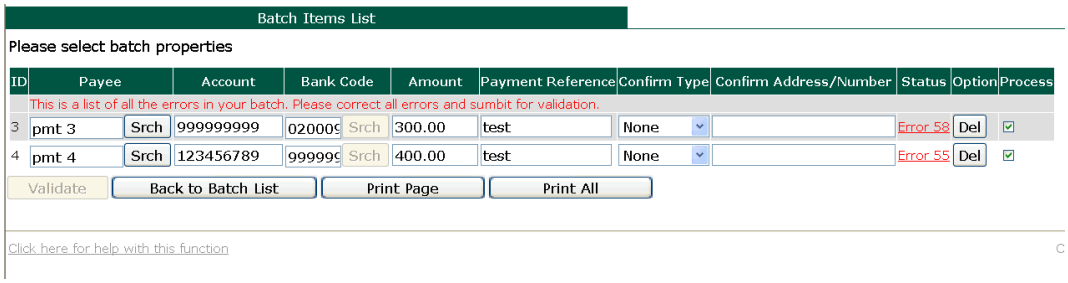
(If you have less 25 or less items, then the paging toggle will not be visible.)

- You can add still add **up to 999 items** in one batch.

Batch item error handling: If you have items in your batch that have invalid account or branch details, when you click on "Save Batch" you will get the following message:

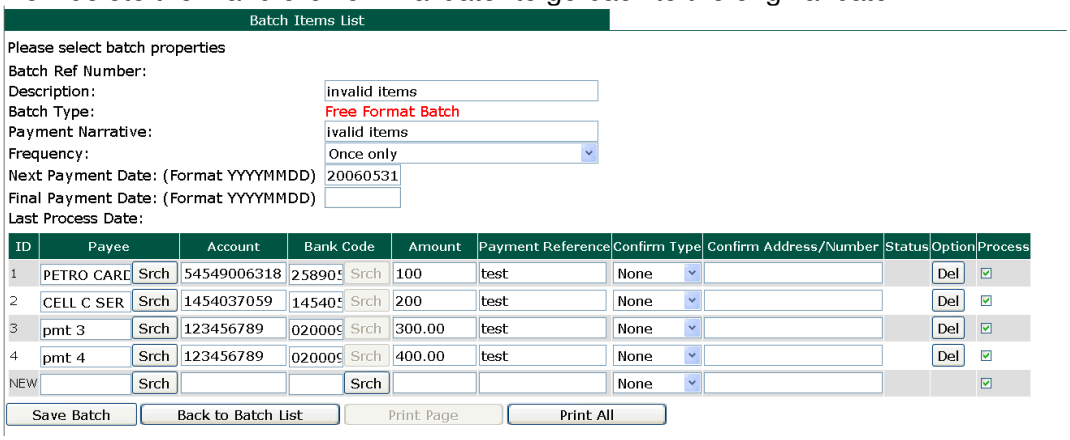

Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
Validate
Back to Batch List
Microsoft Internet Explorer
There are errors in your batch and it cannot be saved. Please correct all errors and sumbit the page for validation
OK
Click here for help with this function

Click on OK to see which batch items had errors:


Batch Items List
Please select batch properties
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
This is a list of all the errors in your batch. Please correct all errors and sumbit for validation.
3 pmt 3 Srch 999999999 020009 Srch 300.00 test None Error 58 Del
4 pmt 4 Srch 123456789 999999 Srch 400.00 test None Error 55 Del
Validate
Back to Batch List
Print Page
Print All
Click here for help with this function

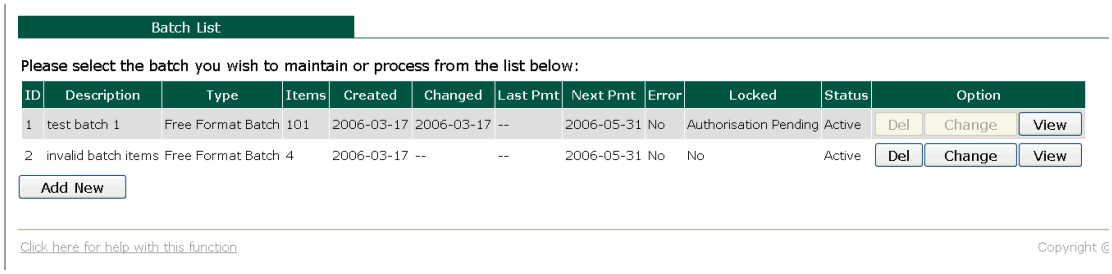
If you click on the error codes to the right of the error items, you will see where exactly the problem lies.

Now delete them and click on “Validate” to go back to the original batch:


Batch Items List
Please select batch properties
Batch Ref Number:
Description: invalid items
Batch Type: Free Format Batch
Payment Narrative: ivalid items
Frequency: Once only
Next Payment Date: (Format YYYYMMDD) 20060531
Final Payment Date: (Format YYYYMMDD)
Last Process Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
1 PETRO CARD Srch 54549006318 258905 Srch 100 test None Del
2 CELL C SER Srch 1454037059 145405 Srch 200 test None Del
3 pmt 3 Srch 123456789 020009 Srch 300.00 test None Del
4 pmt 4 Srch 123456789 020009 Srch 400.00 test None Del
NEW Srch Srch None
Save Batch
Back to Batch List
Print Page
Print All

Now you can click on “Save Batch” again. (The same process will happen again if there are still error items in the batch.)

If an Inputter makes a change to an existing batch, the Locked column will have a **“Authorisation Pending”** value and the “DEL” and “Change” buttons will be greyed out:


Batch List
Please select the batch you wish to maintain or process from the list below:
ID Description Type Items Created Changed Last Pmt Next Pmt Error Locked Status Option
1 test batch 1 Free Format Batch 101 2006-03-17 2006-03-17 -- 2006-05-31 No Authorisation Pending Active Del Change View
2 invalid batch items Free Format Batch 4 2006-03-17 -- -- 2006-05-31 No No Active Del Change View
Add New
Click here for help with this function
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This will change back as soon as the batch changes have been authorised. This will eliminate the chance of someone making further changes before the pending changes are live and therefore cancelling out the first set of changes.

If you only have input rights, the batch will now move to the Pending Transactions list and will have to be authorised by another user with authorising right. If you have both input and autorising rights, then the batch will automatically be added to the batch list for the currently selected account.

After a pending batch is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a batch that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

See section 6 Pending Transactions for information on authorising and deleting pending transactions.

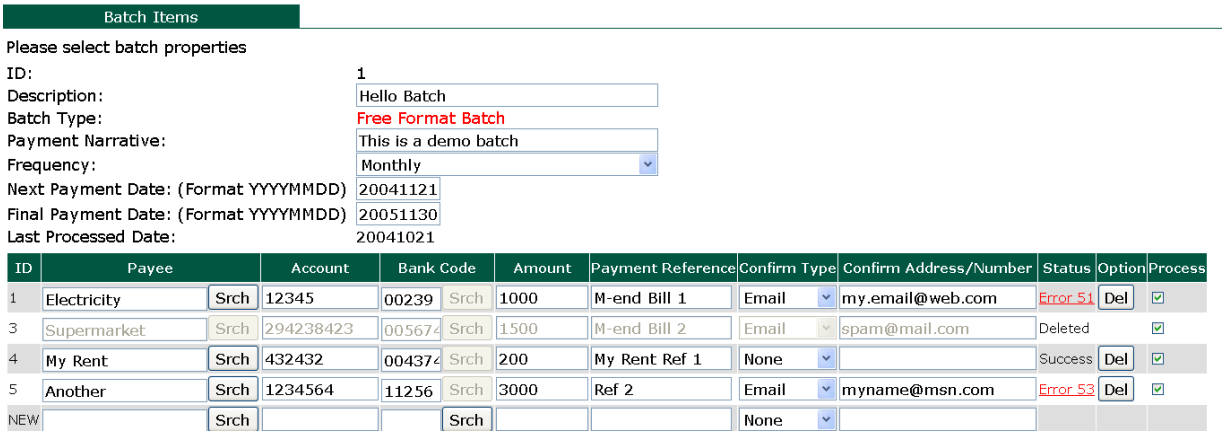
8.6.2 *Changing an existing batch*

NB: Only users with Input rights will have access to this function, and only Free Format batches can be changed.

From the "Batch List" screen, click on the "Change" button next to the batch record that you wish to make changes to. This will open up the "Batch Items" screen for the selected batch.

IMPORTANT NOTE: The "Change" button will be greyed out for Secure batched as they can not be changed.

This screen is similar to the screens that you would see when adding a new batch. The only difference is that it also shows the "Status" each batch item. If the batch has already been processed, the batch items will have a status of either "Success" or "Error <nr>". If there was an error, click on underlined error code (which is highlighted in red) to view the error details.


Batch Items
Please select batch properties
ID: 1
Description: Hello Batch
Batch Type: Free Format Batch
Payment Narrative: This is a demo batch
Frequency: Monthly
Next Payment Date: (Format YYYYMMDD) 20041121
Final Payment Date: (Format YYYYMMDD) 20051130
Last Processed Date: 20041021
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Option Process
1 Electricity Srch 12345 00239 Srch 1000 M-end Bill 1 Email my.email@web.com Error 51 Del
3 Supermarket Srch 294238423 005674 Srch 1500 M-end Bill 2 Email spam@mail.com Deleted
4 My Rent Srch 432432 004374 Srch 200 My Rent Ref 1 None Success Del
5 Another Srch 1234564 11256 Srch 3000 Ref 2 Email myname@msn.com Error 53 Del
NEW Srch Srch None

You will be able to delete batch items by clicking on the "Del" button next to a batch item. You can also add new batch items at the bottom of the batch item list.

You can also choose to whether a batch item should be processed on the next payment date by checking or unchecking the checkbox in the "Process" column.

By default all batch items will be checked for processing. You need to manually uncheck those you do not wish to process. By unchecking an item you are not permanently deleting the item from the batch, it will simply not get processed on the next payment date.

Click on the "Save Batch" button to save your changes, or click on the "Back to Batch List" button if you do not wish to save your changes

If you only have input rights, the batch will now move to the Pending Transactions list and will have to be authorised by another user with authorising right. If you have both input and autorising rights, then the batch will automatically be added to the batch list for the currently selected account.

As with adding a batch, after you have successfully saved the batch, the "Print Batch" button will become available. Click on this button to print a printer-friendly version of the batch that you have just imported.

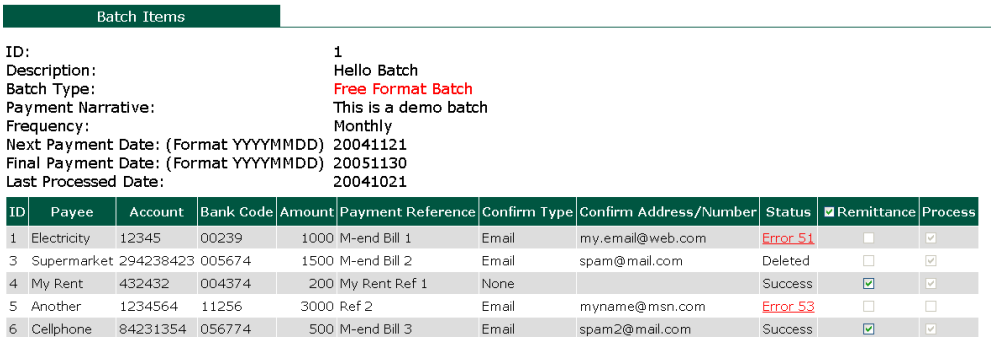
After a pending batch is loaded, an email will be sent to other users linked to the profile with authorising rights informing them that there is a batch that requires authorisation. Only authorisers who are setup to receive confirmation emails on the profile will receive these emails.

See section 6 Pending Transactions for information on authorising and deleting pending transactions.

8.6.3 *Viewing a batch*

NB: All users will have access to this function.

From the "Batch List" screen, click on the "View" button next to the batch record that you wish to view:



Batch Items

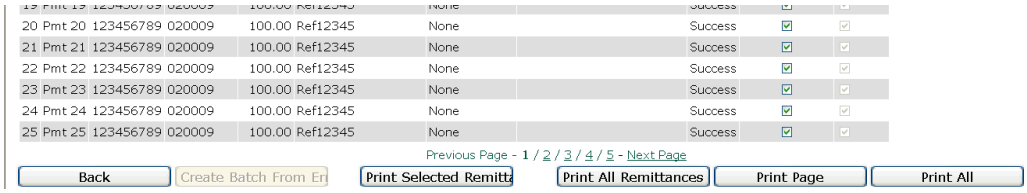
ID: 1
Description: Hello Batch
Batch Type: Free Format Batch
Payment Narrative: This is a demo batch
Frequency: Monthly
Next Payment Date: (Format YYYYMMDD) 20041121
Final Payment Date: (Format YYYYMMDD) 20051130
Last Processed Date: 20041021

ID	Payee	Account	Bank Code	Amount	Payment Reference	Confirm Type	Confirm Address/Number	Status	Remittance	Process
1	Electricity	12345	00239	1000	M-end Bill 1	Email	my.email@web.com	Error 51	☐	☑
3	Supermarket	294238423	005674	1500	M-end Bill 2	Email	spam@mail.com	Deleted	☐	☑
4	My Rent	432432	004374	200	My Rent Ref 1	None		Success	☑	☑
5	Another	1234564	11256	3000	Ref 2	Email	myname@msn.com	Error 53	☐	☐
6	Cellphone	84231354	056774	500	M-end Bill 3	Email	spam2@mail.com	Success	☑	☑

The View batch screen will also have the new **"paging toggles"** at the bottom of the screen. Use them to move between the different batch pages. (if there are only 25 or less items, then the paging control will not be visible)

This screen will list all of the batch items in including their status from the last time the batch was processed. If an error occurred during the last processing run, you can view the error details by clicking on the underlined error nr which will be highlighted in red.

At the bottom of the screen you will have access to four buttons:



20	Pmt 20	123456789	020009	100.00	Ref12345	None	Success
21	Pmt 21	123456789	020009	100.00	Ref12345	None	Success
22	Pmt 22	123456789	020009	100.00	Ref12345	None	Success
23	Pmt 23	123456789	020009	100.00	Ref12345	None	Success
24	Pmt 24	123456789	020009	100.00	Ref12345	None	Success
25	Pmt 25	123456789	020009	100.00	Ref12345	None	Success

Previous Page - 1 / 2 / 3 / 4 / 5 - Next Page

Back | Create Batch From Er | Print Selected Remitt | Print All Remittances | Print Page | Print All

- **Back**
  This will take you back to the "Batch List" screen.

- **Create Batch From Errors**
  You can opt to create a new batch consisting only of the items that weren't processed successfully during the last batch run due to various errors.

Batch Items

Please select batch properties

ID:
Description: Error Batch from Hello Batch
Batch Type: Free Format Batch
Payment Narrative: N
Frequency: Never
Next Payment Date: (Format YYYYMMDD)
Final Payment Date: (Format YYYYMMDD)
Last Processed Date:

ID	Payee		Account	Bank Code		Amount	Payment Reference	Confirm Type	Confirm Address/Number	Status	Option	Process
1	Electricity	Srch	12345	00239	Srch	1000	M-end Bill 1	Email	my.email@web.com		Del	☑
5	Another	Srch	1234564	11256	Srch	3000	Ref 2	Email	myname@msn.com		Del	☑
NEW		Srch			Srch			None				

This batch will be seen as a new free format batch that will be run once to process the items that weren't successfully processed during the last batch run. Any errors in the original batch need to be fixed before the next batch run to ensure that the errors don't come up again.

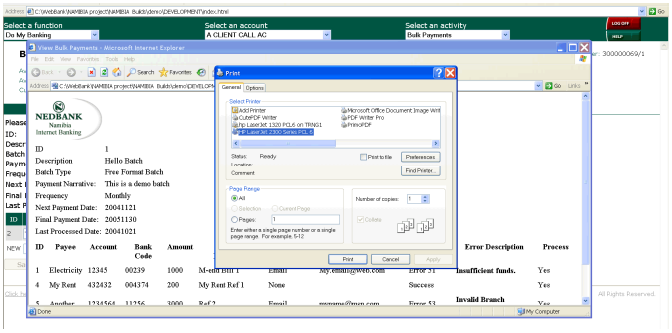
- **Print Selected Remittances**
  This will only print the selected remittances on the current page.

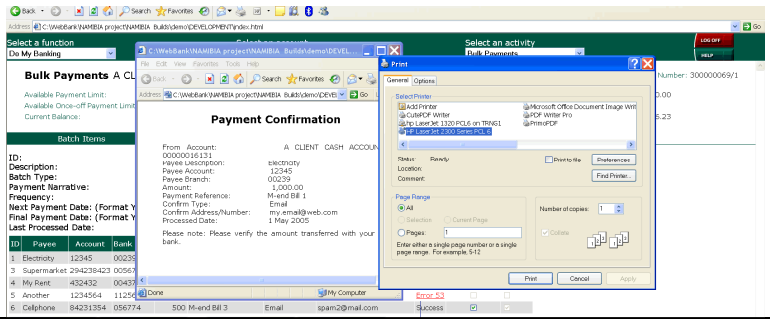
- **Print All Remittances**
  This will print all selected remittances across all pages.

- **Print Page**
  This will print a printer-friendly version of the current batch page.

- **Print All**
  This will print a printer-friendly version of the entire batch.

For all printing options, a new window will open up from which you can select to print:

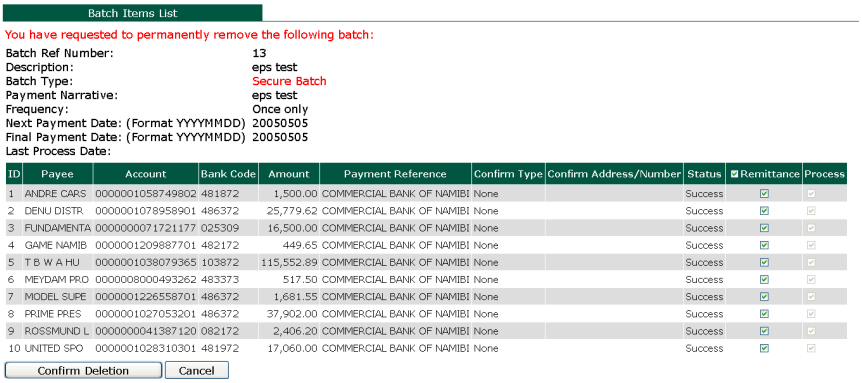




8.6.4 *Deleting a batch*

NB: Only users with Input rights will have access to this function.

From the "Batch List" screen, click on the "Del" button next to the batch record that you wish to delete:

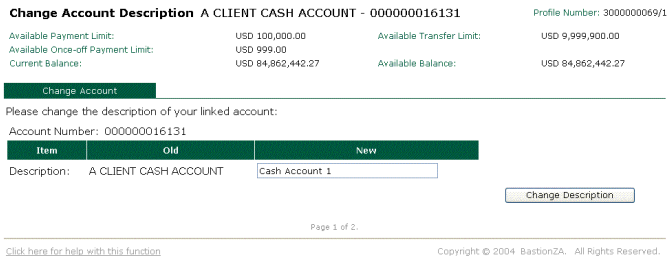

Batch Items List
You have requested to permanently remove the following batch:
Batch Ref Number: 13
Description: eps test
Batch Type: Secure Batch
Payment Narrative: eps test
Frequency: Once only
Next Payment Date: (Format YYYYMMDD) 20050505
Final Payment Date: (Format YYYYMMDD) 20050505
Last Process Date:
ID Payee Account Bank Code Amount Payment Reference Confirm Type Confirm Address/Number Status Remittance Process
1 ANDRE CARS 0000001058749802 481872 1,500.00 COMMERCIAL BANK OF NAMIBI None Success
2 DENU DISTR 0000001078958901 486372 25,779.62 COMMERCIAL BANK OF NAMIBI None Success
3 FUNDAMENTA 0000000071721177 025309 16,500.00 COMMERCIAL BANK OF NAMIBI None Success
4 GAME NAMIB 0000001209887701 482172 449.65 COMMERCIAL BANK OF NAMIBI None Success
5 T B W A HU 0000001038079365 103872 115,552.89 COMMERCIAL BANK OF NAMIBI None Success
6 MEYDAM PRO 0000008000493262 483373 517.50 COMMERCIAL BANK OF NAMIBI None Success
7 MODEL SUPE 0000001226558701 486372 1,681.55 COMMERCIAL BANK OF NAMIBI None Success
8 PRIME PRES 0000001027053201 486372 37,902.00 COMMERCIAL BANK OF NAMIBI None Success
9 ROSSMUND L 0000000041387120 082172 2,406.20 COMMERCIAL BANK OF NAMIBI None Success
10 UNITED SPO 0000001028310301 481972 17,060.00 COMMERCIAL BANK OF NAMIBI None Success
Confirm Deletion
Cancel

To complete the deletion of the batch record, click on the "Confirm Deletion" button. If you do not wish to delete the batch, then click on the "Cancel" button.

8.7 Change Account Description

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Change Account Description

By changing an account description, you can make the account name more meaningful to yourself.


Change Account Description A CLIENT CASH ACCOUNT - 000000016131
Profile Number: 3000000069/1
Available Payment Limit: USD 100,000.00
Available Transfer Limit: USD 9,999,900.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 84,862,442.27
Available Balance: USD 84,862,442.27
Change Account
Please change the description of your linked account:
Account Number: 000000016131
Item Old New
Description: A CLIENT CASH ACCOUNT Cash Account 1
Change Description
Page 1 of 2.
Click here for help with this function
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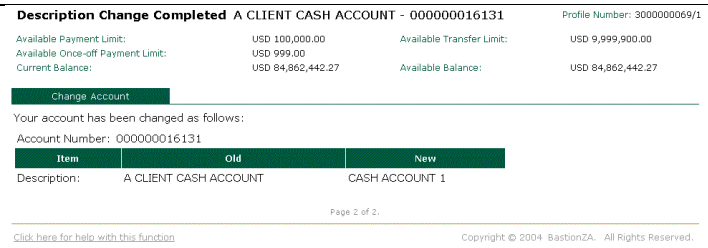
Enter the new account description in the "New" column and click on the "Change Description" button. The next screen will confirm the description change, showing the previous description in the "Old" column and the updated description in the "New" column.

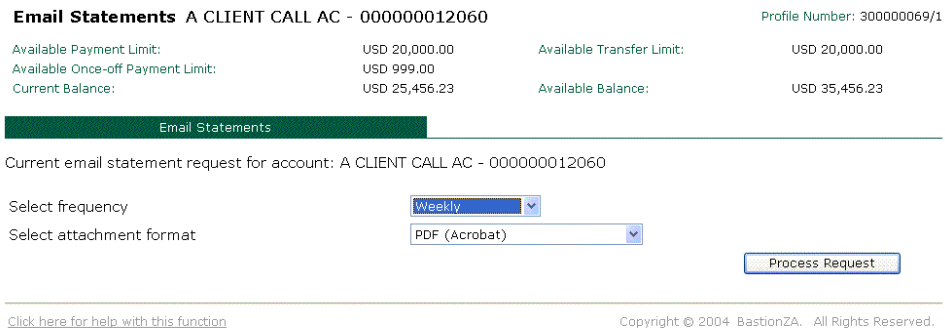


IMPORTANT NOTE**:** This does not change the Account Name of the account held at the bank, it only changes the account description as seen on Internet Banking.

8.8 Email Statements

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Email Statements

This activity allows you to request the electronic mailing of statements for an account linked to your internet banking profile.



One of the following frequencies can be selected:

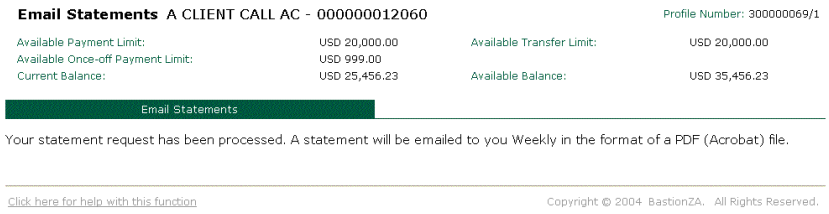
- Daily – Every business (bank) day, starting from tomorrow.
- Weekly – Once a week, starting from tomorrow.
- Monthly – Once a month, on the first business day of the month.
- Quarterly – Once every quarter, on the first business day of January, April, July and October.
- Biannual – Twice a year, on the first business day of January and July.
- Annual – Once a year, on the first business day of January.

The format of the attachment sent with the email (containing your account statement) can be one of the following:

- CSV - Comma Separated Values, this is useful for loading into Excel documents.
- Formatted Text - A text based, formatted statement.
- HTML - Hyper-Text Markup Language, an alternate Web formatted statement.

- TSV - Tab Separated Values, this is useful for loading into certain third party applications.
- PDF - Acrobat document, for a formatted statement.
- XML - Extensible Markup Language, this is useful for loading into certain third party applications.

After selecting a frequency and format, click on the “Process Request” button. This will take you to the following screen which confirms that the request has been processed:


Email Statements A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Email Statements
Your statement request has been processed. A statement will be emailed to you Weekly in the format of a PDF (Acrobat) file.
Click here for help with this function
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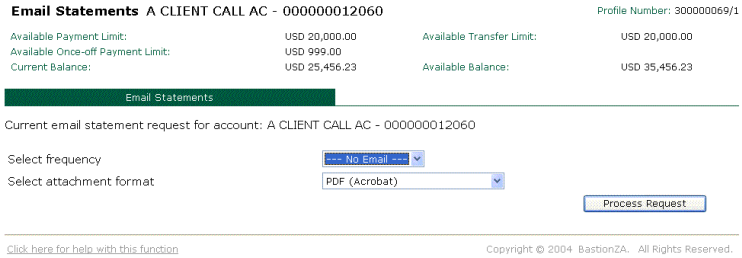
To cancel an existing request, change the frequency to “No Email” and click on the “Process Request” button:


Email Statements A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Email Statements
Current email statement request for account: A CLIENT CALL AC - 000000012060
Select frequency
--- No Email ---
Select attachment format
PDF (Acrobat)
Process Request
Click here for help with this function
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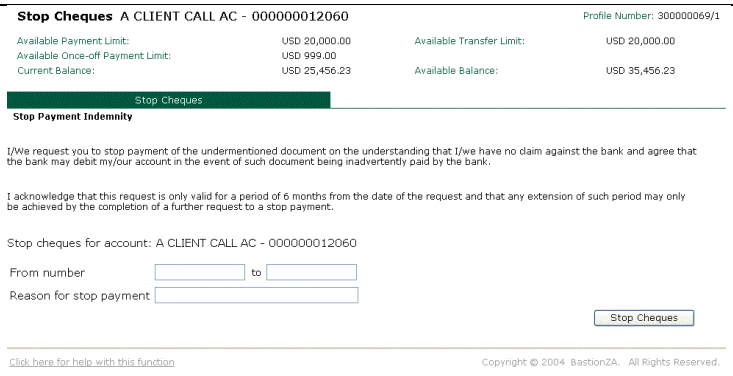
The next screen will confirm that the email statement request has been cancelled.

8.9 Stop Cheques

How to get there: Select a function > Do My Banking
Select an account > Select the account which you’d like to work with
Select an activity > Stop Cheques

This activity allows you to request that a certain cheque number (or range of cheque numbers) be stopped. You can optionally add a remark, detailing why this request has been made.

You can opt to enter only one value in the “From” field, or you can enter a range of values by completing the both the “From” and “to” fields.


Stop Cheques A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Stop Cheques
Stop Payment Indemnity
I/We request you to stop payment of the undermentioned document on the understanding that I/we have no claim against the bank and agree that the bank may debit my/our account in the event of such document being inadvertently paid by the bank.
I acknowledge that this request is only valid for a period of 6 months from the date of the request and that any extension of such period may only be achieved by the completion of a further request to a stop payment.
Stop cheques for account: A CLIENT CALL AC - 000000012060
From number
to
Reason for stop payment
Stop Cheques
Click here for help with this function
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The next screen will confirm that the cheque stop request has been processed:

Stop Cheques A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Stop Cheques
Your request to stop the range of cheques from number 1001 to 1005 has successfully been processed.
To print proof of this request, please refer to the Stopped Cheques enquiry under the General Enquiries section.
Click here for help with this function
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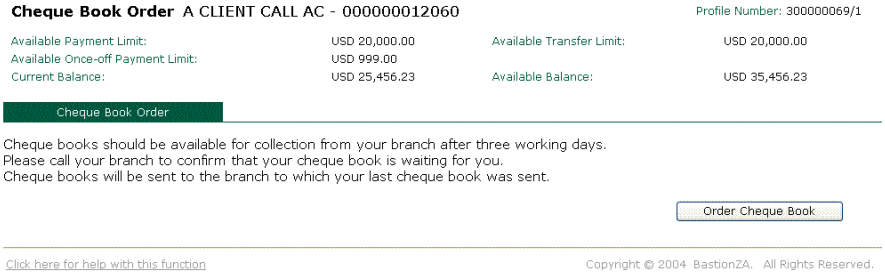
8.10 Cheque Book Order

How to get there: Select a function > Do My Banking
Select an account > Select the account which you'd like to work with
Select an activity > Cheque Book Order

This activity allows you to place an order for a new cheque book. The cheque book will be applicable to the currently selected account.


Cheque Book Order A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit: USD 20,000.00
Available Transfer Limit: USD 20,000.00
Available Once-off Payment Limit: USD 999.00
Current Balance: USD 25,456.23
Available Balance: USD 35,456.23
Cheque Book Order
Cheque books should be available for collection from your branch after three working days.
Please call your branch to confirm that your cheque book is waiting for you.
Cheque books will be sent to the branch to which your last cheque book was sent.
Order Cheque Book
Click here for help with this function
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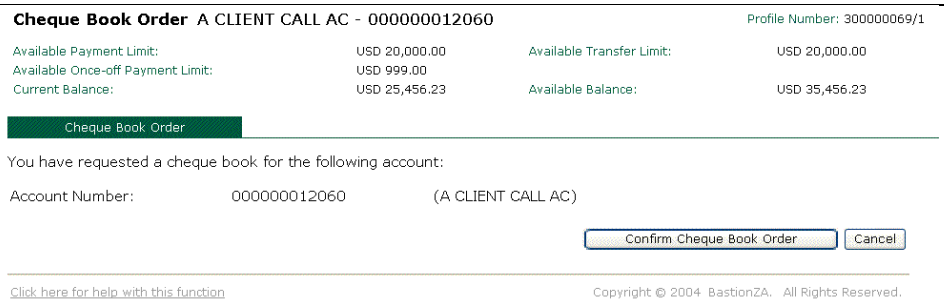
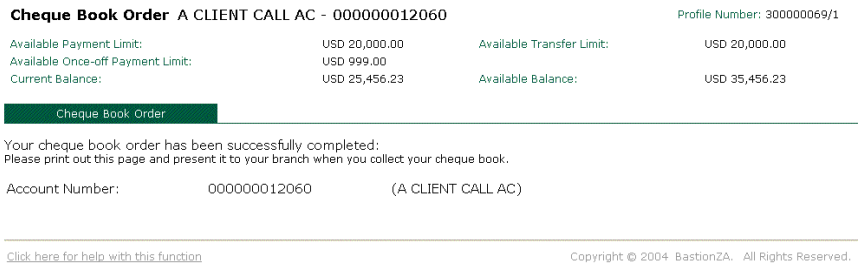
To process the Cheque Book Order, click on the "Order Cheque Book" button. The next screen will show you for which account the cheque book order has been requested for. To confirm the order, click on the "Confirm Cheque Book Order" button.



If you do not wish to continue with the Cheque Book order, then simply click on the “Cancel” button.

After confirming the cheque book order, the next screen will state whether the order was successful or not.


Cheque Book Order A CLIENT CALL AC - 000000012060
Profile Number: 300000069/1
Available Payment Limit:
USD 20,000.00
Available Transfer Limit:
USD 20,000.00
Available Once-off Payment Limit:
USD 999.00
Current Balance:
USD 25,456.23
Available Balance:
USD 35,456.23
Cheque Book Order
Your cheque book order has been successfully completed:
Please print out this page and present it to your branch when you collect your cheque book.
Account Number:
000000012060
(A CLIENT CALL AC)
Click here for help with this function
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9 Session timeout

If your session is inactive for 8 minutes, your session will expire. When trying to continue with anything you will get the following message:

This is a security feature that aims at preventing fraudulent use of your profile if you forget to log off after you finish your banking activities.